



Eleanor Palmer Trust
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Dear Relative or Friend

Re: Coronavirus: Visitor Guidance

After long discussions and consideration with our Registered Manager, James and the Board of Trustees; we have had to make the extremely difficult decision to suspend visits to our Care Home, as of 10.00 pm tonight.

The decision was not taken lightly, but it is absolutely imperative that we take these measures to limit the possible spread of Coronavirus at Canteloves House.

We completely understand that this must be a very worrying time for you and your loved ones and we also understand that our precautions may cause some distress. The welfare and safety of our residents and staff is always our priority.

If you have a family member who is on palliative care, we will discuss this with you and a managed visit can be arranged. Appropriate precautionary measures will be taken to prevent any potential risk for the resident or others in the Home for such a visit.

Our staff will do all they can to ensure that day to day life in our Care Home remains as comfortable and sociable as possible. We will still ensure that vital medical visits are made.

We would really appreciate your support with these measures. Please be reassured that we are closely following and complying with Public Health England guidelines to ensure that we keep our residents safe and that our staff are supported to continue to deliver great care.

We will do everything we can to support you in providing updates on your loved ones through phone calls.

I want to reassure you that Eleanor Palmer Trust is regularly reviewing the situation and the Senior Management Team will have a daily review of our procedures and plans. We will also continue to be led by Public Health England, UK Government, the World Health Organisation and other bodies.

Thank you for your understanding and continued support.

Kind regards

Gail Oliver
Chief Executive