



Balhousie Care Group
sharing your care

Wednesday March 11th, 2020

IMPORTANT NOTICE TO ALL VISITORS:

Non-essential visits to our care homes are now suspended

Dear family and friends,

As you know, the health and safety of our residents is of the utmost importance to us at Balhousie Care Group. In the light of the current situation regarding Coronavirus (COVID-19) and the daily changes to the government guidelines, we feel it is important for us to protect our residents and minimise the risk to them as much as possible.

For this reason, all non-essential visits to the care home are now suspended until further notice.

We have not taken this decision lightly and appreciate this may cause some concern, but feel this is a necessary step to take. We have consulted with Public Health Scotland who are supportive of these measures. Please be reassured that essential services, including medical assistance, will continue as normal. Our staff will be doing all they can to ensure that home life continues as normal with activities within the home.

To maintain contact between your friend and family members, we are encouraging increased interactivity via social media and video calls. Each of our homes will be issued with additional electronic devices to enable this to happen. We will be in touch shortly with more information on how to arrange a video call with your loved one.

We are continuing with our robust infection control practices, and have strict protocols in place to limit risks of cross-infection in our care homes. Our care homes monitor residents' health closely and continuously, and are in daily contact with our operations team and head office. The health and wellbeing of our care home staff are also being closely monitored.

We would really appreciate your support with these preventative measures to keep our residents, and your loved ones, safe. We will continue to keep you informed of any updates. In the meantime, if you have any concerns or questions please contact the Home Manager.

Here are some links giving further advice and information on Coronavirus:

Balhousie Care Group

Earn House, Broxden Business Park,
Lamberkine Drive, Perth PH1 1RA

t 01738 254 254

w balhousiecare.co.uk



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<https://www.nhs.uk/conditions/coronavirus-covid-19/>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Yours sincerely,

Jill Kerr
Group Chief Executive Officer
Balhousie Care Group

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