

Dear family members and friends,

It seems like a long time since the Covid-19 outbreak at Holy Cross earlier this year, so it is concerning to see cases rising again within the UK. It's a situation we are monitoring.

- Due to a rise in cases in Selsey, patients who were due to go to our holiday cottage in early July will now go to RHS Wisley instead, with relatives being able to meet them there (we will liaise directly with those who are affected by this change). We very much hope to resume the holiday cottage visits in August.

Symptoms of the Delta variant:

The Delta variant seems different to the variant that affected us in January 2021. The transmissibility of the virus and the severity of illness caused by the virus are different/ worse. We continue to monitor the precautions to protect our patients, staff and visitors. The symptoms highlighted for the Delta variant are

- Headache
- Sore throat
- Runny nose
- Fever
- Cough and loss of taste & smell seem less common symptoms of the Delta variant.

Please do not visit if you don't feel 100% - contact us to rearrange your visit.

- This communication does not introduce new measures for visiting, but prior to booking a visit we would ask everyone to consider whether a virtual visit (using Skype, Facetime, Zoom, etc.) could provide an adequate substitute on occasion (in lieu of a physical visit). Our reception team is happy to assist with any enquiries about virtual visits. If visiting in person, we thank you for your cooperation in wearing PPE. Where possible and weather permitting please arrange the visits in the open patio (St Anthony's ward) or sensory garden (St Mary's ward). Please could you book your visits by Thursday 4pm latest for the week ahead. As we continue to try to return to normal functioning, effective timetabling (done on Friday) becomes important.

- We have been made aware that a few visitors have brought food in for patients during visits. Food texture, calorie intake and food hygiene can all be risk factors for patients who are able to eat, so we are asking you not to bring in food during visits. However, patients and relatives are welcome to discuss meals/snacks with the nurse in charge on the ward and they will liaise with the dietician and speech and language therapists accordingly.

- The hospital strives for continual improvement, so feedback, both positive and negative, is welcome. In cases where something isn't quite right but can be dealt with straight away, please raise this with the nurse in charge on the ward. Positive comments can also be helpful. Our aim is to try and deal with issues as they arise. If you have more global observations/suggestions/feedback, please feel free to send an email to both our Director of Nursing Services (Gina) at g.guo@holycross.org.uk and our Director of Clinical Services (Rasheed) at r.meeran@holycross.org.uk (it could be that you have seen practice in another healthcare setting that you thought was particularly good). In cases where we have not been able to resolve things satisfactorily, we have a complaints mechanism. This can be initiated by an email to myself at r.white@holycross.org.uk

- Studies indicate that vaccines provide good protection against significant coronavirus disease, although they don't eliminate transmission altogether. I am pleased to report extremely

high rates of vaccination across both patients and staff groups. If you have any questions about the vaccine, please feel free to speak with our Covid-lead (Rasheed) r.meeran@holycross.org.uk

Finally - this week we held Holy Cross Festival - essentially 'Glastonbury' but indoors, without the mud, overpriced food, alcohol and traffic jams! Throughout this week, strains of wonderful music have permeated along the corridors. This was organised by Adam in Day Activities – and patients, visitors, volunteers, sisters and staff have all benefitted greatly from his creativity!

Please remain alert to news on Covid-19 as we move into the summer.

With kind regards
Ross (CEO)