

Dear friends and family,

I hope you are all well.

Last week we sent out information about booking a visit to Holy Cross over the Christmas period, and I know that many bookings have been made already. These arrangements are re-presented in blue.

Visiting arrangements

Starting from Saturday 19th December 2020 through to Sunday 3rd January 2021 we will be allocating four pre-booked 1 ½ hour visiting slots per ward daily, as follows:

St Mary's Ward (downstairs)*: each day (including bank holidays and weekends):

10.30-12.00 noon, 12.15-13.45, 14.00-15.30, 15.45-17.15.

St Anthony's Ward (upstairs)*: each day (including bank holidays and weekends):

10.30-12.00 noon, 12.15-13.45, 14.00-15.30, 15.45-17.15.

Booking arrangements

On weekdays to Thursday 17th December, please call the Reception team from 10am to 4pm. They will allocate you initially up to two sessions during this two week period. There will be no bookings taken on Friday 18th December. However from Monday 21st December to Thursday 31st December (excluding any Bank holidays and weekends) you can call the Reception team between 10am and 4pm to enquire about the availability for an additional visit. The Reception Team is contactable on 01428 643311.

Our update this week focusses on arrangements for your visit to Holy Cross, and then about Virtual visits.

Your Visit

We do not have the option of testing people (patients, visitors or staff) as care homes do. Additionally, we have not yet received information about the roll out programme for vaccinations – so for now it's still 'Hands, Face and Space'.

Therefore for people visiting on weekdays that are not bank holidays, please arrive 5-10 minutes ahead of your visiting time. The Reception team will greet you, and after the pre-requisite covid questions and temperature check, will provide you with PPE (a mask, gloves and apron) which will need to be worn throughout the visit. They will also indicate where to go to meet your family member. On bank holidays or weekends there is no reception cover, so you will be shown in by a representative from the ward team.

We realise that it is human nature to get up close and personal (especially at Christmas and after some time apart), BUT the face masks will not prevent the virus passing through should you unknowingly have covid-19*. We don't have visiting booths (as you may have seen on TV) so social distancing remains an essential element of safe visiting.

Virtual Visiting

During this two week period, our usual virtual visiting timetable will continue on weekdays that are not bank holidays. If you have a regular slot on the virtual visit timetable but are not planning to take it up over the Christmas period, would you kindly let reception know (01428 643311). This will enable us to reallocate your unused virtual visit to someone else. Thank you.

Treats for the Ward Teams

In the past, some of you have kindly brought in treats (such as chocolates/cake/mince pies) for the ward based teams at Christmas. Appreciated always, but by no means expected. This year, could

we ask you not to do so please. This is just part of our covid-management and Holy Cross will ensure that staff have enough treats to see them through! :)

Finally, it is beginning to look like Christmas at Holy Cross and we very much look forward to welcoming visitors back into the building.

Kind regards
Ross

Please feel free to get in touch with us if you have any questions.
Kind regards
Rasheed