

Holbeach and East Elloe Hospital Trust

Owned and Run by the Community

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Please reply to:

Thursday, 31 December 2020

Dear families

On Wednesday 30th December, the Prime Minister announced that Lincolnshire would move to Tier 4. Government guidance currently states that for the safety of care home residents, close-contact indoor visits supported by testing cannot take place in Tier 4 areas. Therefore, with immediate effect, all pre-booked indoor visits are cancelled until further notice and we will instead offer window visits and WhatsApp/Skype video calls until restrictions are reviewed again in 2 weeks' time. We will only be permitted to support visits inside the home for very exceptional circumstances e.g.imminent death.

Arrangements for window visits commencing Monday 4th January

- Residents, who are able to have window visits, can have 2 bookable window visits a week. Please call reception or email info@holbeach-hospital.org.uk to book a slot. Please do not attempt to block book window visits beyond this week and next week as arrangements could change when the Government reviews the tiers.
- Window visits are bookable Monday – Friday between 10:30am and 3:30pm with Sunday afternoon visits restricted for family members who work full time or live far away.
- Jackie and Maggie (our activities coordinators) are able to help with video calls Tuesday-Friday during normal working hours. Please call reception or email info@holbeach-hospital.org.uk to book.

We appreciate this is frustrating and upsetting news for families, however, please be assured that plans are being put in place to convert a room into a pod with a screen that can be for indoor visits under current restrictions. We anticipate this will be ready in around a fortnight's time.

Yours sincerely



Maxine Winch
Hospital Manager

