

Official

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Tricuro Response to COVID-19 – Visitors to our Care Homes

Dear Resident / Family

As you will be aware, in order to significantly reduce risks of COVID-19 transmission in our care homes, we needed to take some significant precautions at the start of the Pandemic and stop all non-essential visits. We are fully aware of the impact this has had on both our clients as well as their respective family / carers, and we are immensely grateful for all your understanding and continued support to allow us to maintain safe environments for our residents.

Earlier this month, as the national lockdown restrictions have begun to ease, we wanted to respond to the understandable calls from many residents, their families / carers and began enabling visits to our homes, albeit in a slightly different format. I hope that many of you have been able to enjoy spending some time after being reunited with your loved ones since we reviewed our visitor policy.

You may have seen recent broadcasts in relation to UK Government issuing advice to local providers on managing the visitors to care homes to enable this further. We are now in the process of incorporating this guidance into our existing procedures so that we can ensure we remain fully compliant with the national best practice guidelines in these uncertain times.

However, we wanted to reassure you that our current policy on managing visitors to our care homes largely reflects the national approach already, as we relied on the national expert advice and detailed risk assessments to provide us with the best ways to enable the visits to happen safely. Therefore, as we update our policy and procedures and review the national guidance, we will continue to offer opportunities for you to spend meaningful time with your loved ones. We fully understand the importance of this for everyone's health and wellbeing.

Please ask your respective home manager for the copy of the most recent procedures and continue to liaise with them around the different ways to enjoy the visits. We hope you will understand the various safety measures we will continue to put in place to ensure both you and your loved ones, our staff, as well as anyone who lives and accesses our service remains as safe as it is practicable.

If you have any questions about this or a general query about your loved one, we would encourage you to get in touch with the respective Service Manager who will be happy to respond and answer any questions or concerns you may have.

Thank you for your understanding.

Kind regards

A handwritten signature in black ink, appearing to read 'Graham Wilkin', written in a cursive style.

Graham Wilkin
Managing Director