Dear (Personalise as required)

As your care provider, we have taken steps to put your safety first during pandemic response. For example, we have introduced infection prevention control measures such as wearing PPE.

I am writing to you about the updated relaxing of restrictions over the Christmas period. We understand that like many people across the UK, you may be planning to form a temporary bubble as allowed on the 25thDecember. This could be to enjoy visits from family and/or friends by creating a bubble of three households (including yourself and anyone else who resides with you).

Many of us are looking forward to reconnecting with our loved ones, but as this could mean that you will have more people in your home, we ask that you undertake steps to also help keep them safe, as well as those care staff who have been working to support you throughout the pandemic.

Please let us know as soon as possible if you intend to have visitors, and if this will change the type of care and support that you might require. Such as – cancelling or moving a visit.

It may be for instance that your family or friends who will be part of your Christmas ‘bubble’ can provide you with the support that you need on Christmas Day meaning that your home care worker(s) won’t actually need to visit at all on that day. This may also help us to ensure that those people who have no family or friends to visit that day can continue to get necessary support at a time when many of our home care workers will want to take time off to be with their families

If your friends and family cannot provide support, we would like to reduce risk by making visits at times when you do not have any other visitors to your home. By reducing levels of contact, we can minimise the risk of virus transmission and keep everyone as safe as possible.

Throughout those days and until guidance changes, we are asking you and all of our staff to remember to stick to the **FACTS.**

**F** – wear a face covering in confined spaces, even with those family and friends who are in your bubble especially if you’re out and about from your house with them, but certainly whenever a home care worker is attending to you in your house

**A** – Avoid crowded places if you are going out and about with the family and friends in your bubble

**C** – Clean your hands regularly

**T** – Keep a safe distance of two metres and this includes from your family and friends who might be visiting you as part of your bubble

**S** – You must self-isolate and book a test if you develop symptoms

I’m grateful that you have taken the time to read this and I hope you are able to have a safe and pleasant Christmas.