

May 2020

Dear families, friends and visitors to the residents of our Nursing Homes,

I hope that you are well and staying safe in this challenging time.

I would like to take this opportunity to thank you all again for your continued cooperation with the restrictions that we have had to apply to visiting residents in our Nursing Homes due to the COVID 19 pandemic.

I am aware that these continuing restrictions are very difficult for you and I encourage you to avail of the Skype calls with your family member which many of our residents and their families are enjoying.

As we move forward we await guidance on the reintroduction of visiting opportunities and as this becomes more imminent we will be in touch with you to outline the processes as to how this will work.

We have, as have you all, changed the way we live during the restrictions that are so necessary. We continue to provide care for your families and loved ones and would like to reassure you that we are working very hard to deliver the best care.

In the media yesterday, you may have seen reports with statistics regarding the number of deaths across individual Nursing Homes in Ireland both public and private. For those of you who have lost a loved one during this pandemic this will have been very difficult to read. For those of you who have loved ones in our Nursing Homes this may also have heightened your distress and anxiety and for this we are deeply sorry. I would like to assure you that in our Nursing Homes today most of our residents have recovered and are now being cared for through building their strength again following their virus period.

We continue to keep in touch with you as families through our Directors of Nursing and want to reassure you that we are caring for our all residents in accordance with all the HSE advice and guidance.

Through the Directors of Nursing you will be given information on your loved one at all times, we are not as I am sure you will understand releasing sensitive information that is confidential to other families within the Nursing Home. We are very aware that such actions can heighten anxiety, be misquoted and indeed cause upset in what is already a very difficult time for you all as families and for our staff who are working so hard and delivering great care in the eye of such a challenging pandemic.

As mentioned previously each of our Nursing Homes has a member of the senior management team allocated to be present with the care team on site to support them and all the staff during this challenging time.

We also have a senior manager who is coordinating the COVID crisis for the group nursing homes ensuring best practice is in line with public health advice.

All our staff are using their personal protective equipment of which we are well stocked. Our staff are all being monitored with regard to their personal health and we monitor them for signs or symptoms coming on duty and while working.

On behalf of the management team, the Directors of Nursing and the staff, I would like to reassure you that we are continuing to care for your family member as we would our family,

Many thanks to those of you who have taken the time to write cards and send in treats to the staff across the group, it is lovely to feel the support from you all despite the challenging times, to you and yours our thoughts are with you, stay safe,

Kind regards,

*Sarah McMickan*

Group Chief Executive,  
Beechfield Care Group,