



## THOMPSON HEALTH CARE

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01/04/2020

To Our Residents and Relatives

We offer our immense thanks to all our families and residents and have endless respect that you have supported the initiatives Thompson Health Care have put into place in the past weeks to safeguard your loved ones.

We're working hard to protect our residents and staff who maintain an unwavering focus on the wellbeing of those in our care.

So you know how hard we are working, our staff are currently maintaining stringent temperature monitoring of both residents and staff. They are undergoing considerable education to protect our residents from the virus and minimise their personal risk. Education topics cover but are not limited to, Infection control at all staff levels and "COVID-19 Protecting yourselves and others" to ensure our staff maintain an early awareness of any risk symptoms and take appropriate and responsible action. In addition to on line learning modules, 100% of our staff must demonstrate strict handwashing protocols which are assessed by our registered staff and our Educators in every Thompson Health Care Home.

We will continue to monitor the COVID 19 crisis and endeavour to be well prepared to manage risk and be advised by our governing bodies.

During this very difficult time it is reassuring that we are all united in the common goal of looking after each other.

As always please do not hesitate to contact me if I can provide any further information or clarification.

Yours Sincerely

Mak BHIDE

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