

Dear

We are writing to inform you that has initiated its Pandemic Influenza policy. As you may have heard on the news or in the newspapers a strain of influenza has been found that has potential to spread round the world, becoming a Pandemic and could cause a large number of people to fall ill. Within our Homes we are taking all possible precautions to protect the family members that you have entrusted to us.

We have a detailed, comprehensive policy in place that will make sure that the residents of receive the care that they need throughout the pandemic influenza infection.

Over the course of the pandemic our primary concern is the care of our residents. There **may** come a time when we will ask all relatives **not** to visit the Homes until the pandemic has passed, unless cleared by the Home Manager. We will ask that relatives do not visit the home as a precautionary measure to try and stop the influenza virus from infecting the residents and staff.

It is expected that all businesses will suffer a reduction in staffing levels during a pandemic. We have planned for this eventuality however in extreme circumstances we **may** have to ask for relatives to volunteer to help in caring for their relatives. We do not expect this to happen, however if you would be willing to help in any way we ask that you would contact the Home Manager and inform them of this.

If you have any questions or queries concerning the pandemic influenza then we suggest that you look on the Department of Health website, www.dh.gov.uk or the World Health Organisation website, www.who.int.

For any questions regarding our response to the pandemic influenza infection, or to request a copy of our Pandemic Flu Policy again please contact the Home Managers direct or

Yours Sincerely,