

13 December 2022

Dear Residential Care residents, families and visitors

I write to inform you we currently have one resident in our Serpentine wing who has tested positive to COVID-19. This resident is now isolating in their room.

All other Serpentine residents are negative following Rapid Antigen Testing undertaken today.

To keep everyone safe, and in line with our COVID-19 Protocols, we have closed Serpentine wing for now.

Whilst the wing is closed Serpentine residents are still be able to move about within the wing and can continue to receive visitors in the Plaza and attend excursions.

The rest of our Residential Care Facility is operating normally within our COVID-19 safe systems and precautions.

We shall keep you informed as we progress.

Very best

A handwritten signature in black ink, appearing to read "Michael Penhey".

Michael Penhey
CHIEF EXECUTIVE OFFICER