

Visiting Guidelines



Welcome back

Visiting to care homes returned in March 2021 and it has been fantastic to welcome you all back to our homes. As with everything with the pandemic, we have approached the initial stages with caution, which has allowed us to take a gradual approach to ensure everyone's safety and enjoyment. With our homes now being fully vaccinated, we are able to relax this approach and allow visits that look much more like they used to.

To help everyone understand and enjoy these visits, we have put updated the below guidelines. As we care for a huge variety of residents with different needs and desires, aspects of visits will differ for some people, so please be aware that all visits are at the Home Manager's discretion and will be reviewed on a case by case basis with the safety of the resident and the wider home in mind. We are approaching this new process with optimism, that it is another step on the return to normality, bringing even more life and enjoyment to our homes.

If you have any questions or concerns, please contact the Home Manager directly who would be happy to discuss.

Visiting booking procedure

- Visits are now available on a no-booking basis.
- Multiple visits can take place at a time at each home.
- Visits will only be available between the hours of 10am and 4pm, Monday to Friday, please try to avoid lunchtime where possible. Any visits outside of this time frame must be authorised by the Home Manager.
- As standard, weekend visits will not be available unless authorised by the Home Manager.
- Initially visits will still be limited to 30 minute slots to allow us to fit in all requests.
- While you are able to visit more than once a week, we ask that this is managed sensibly, to avoid overwhelming the home and some visits may be subject to availability.
- Visits are currently limited to 2 adult guests at a time. Babies and toddlers can accompany visitors (maximum 2 per visit).
- Should a home have a positive (or suspected) case of Covid-19, it will again be closed to visitors. Home Managers reserve the right to cancel visits.

Prior to visits

- Please do not visit the home if you are feeling unwell, have any symptoms of Covid-19 or have come into recent contact with anyone who has Covid-19.
- All adult visitors to our care homes will be required to submit a negative test result from a Lateral Flow Test prior to entering the building. This will take around 30 minutes to process and you will not be able to enter the home until you have had your result. The home will provide the Lateral Flow Test and ask you to register on the Government website (which we will provide a link for)
- At busy times the wait to process your Lateral Flow Test may take a little longer than previously. We will do our best to arrange this as quickly as possible but please be patient while we ensure everyone is safe.
- All adult visitors will be required to wear a face mask. Please bring a washable face covering or disposable face mask with you. If you wish to hold hands with your loved one you will be required to wear gloves and apron, which will be provided by the home.

On arrival

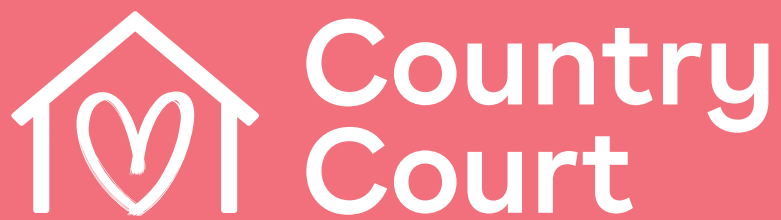
- Please report to the main reception for your visit. We cannot allow any visits without reporting to reception first.
- All guests will need to pass through the thermal imaging machine at the main reception. This will measure your current temperature and if your temperature is running high, we will be unable to let you in at that point. No data will be stored from this machine.
- Once in reception, please wash your hands and sign in. All visitors will be asked to sign a 'Health Passport' confirming they do not have symptoms and adhere to our guidelines.
- All visitors will be required to undertake a Lateral Flow Test and receive a negative result prior to entering the home. On arrival, we will help you administer the test and then ask you to wait outside of the home for 20-30 minutes before the result is returned.
- Once the test result has been returned as negative, a member of staff will greet you for your visit, issue the relevant PPE and escort you to the designated area. Please do not re-enter the home prior to this, or if your result is returned as positive.

During visits

- A member of staff will accompany you to your relative. They will be on hand to help should you need anything but will leave you to enjoy your visit.
- With the increase in visits, we are asking that all visits now take place in your relatives room. We would encourage social distancing behind a screen, to reduce any risks. However, if you wish to hold hands the visit can take place without a screen, as long as you are wearing full PPE. Garden visits will be available, weather dependant.
- A face mask is required for all visits, please bring one along with you.
- Social distancing must be adhered to where possible. We understand some relatives will want to hold hands which can take place, but we ask that contact is kept to a minimum.
- Full infection control procedures will be followed at all times.
- We would ask you not to bring any gifts at this time to avoid risk of contamination. If you wish to provide a gift for your relative we can arrange this separately.
- Please be aware that to avoid exposure to surfaces, we will be unable to provide toilet facilities during visits.

After visits

- Please respect the 30 minute time limit for visiting to allow us to facilitate all requests promptly and fairly.
- At the end of your visit, a staff member will escort you out of the home.
- Each designated visiting area will be cleaned and all surfaces wiped down prior to the next visit. We hope that this is the start of being able to open up our homes to visitors once again, as long as the government guidance allows. If there are any concerns over the safety of these visits, or if the rules are not adhered to, they will be stopped and our policy will be reviewed.
- Thank you for your support during this period and we look forward to welcoming you back to our homes.



Our family, caring for yours



01733 571951



@CountryCourtUK



www.countrycourtcare.com



info@countrycourtcare.com