

Visiting Guidelines



Welcome back

We are pleased to be trialling our new visitor policy for all of our care homes. As this is a new process, we will be approaching the initial stages with caution, to ensure we protect you and your loved ones. We will be reviewing the visits on a regular basis and making any changes as necessary. We ask that you please bear with us in the initial stages, as we work to ensure that the visits are enjoyable while being completely safe.

We have put together the below guidelines to help everyone understand the process of visiting your relatives. As we care for a huge variety of residents with different needs and desires, aspects of visits will differ for some people. For example, if your loved one has dementia and is agile, mobilises and lacks cognition, social distancing will be difficult to manage and a physical visit may not be possible during this trial (video calls could continue or a visual visit could be facilitated). Each visit request will be reviewed by the Home Manager on a case by case basis. Visits to residents who are unable to come to the designated visiting area (i.e. bedbound residents) can be granted at the Managers discretion.

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

Visiting booking procedure

- Visits are strictly by appointment only. We are unable to accept any visits without prior agreement.
- Visits can be booked by emailing or phoning the home to request a time. We will respond to requests as soon as we can, but please bear in mind that we will be busy initially so it may take slightly longer at the start. Most booking requests will be responded to Monday-Friday, 9am to 5pm.
- Initial visits will be limited to 30 minute slots to allow us to fit in all requests.
- Visits are limited to 2 guests at a time. Unfortunately, no children or pets are allowed to visit at this time.
- 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.
- Please only visit the home once you have received confirmation of your appointment. We will be unable to grant any visits without this.

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.
- As a company, we are testing staff and residents on a regular cycle. We would strongly encourage you to have a swab test prior to your visit to mitigate the risk to the people you are visiting. This would be best undertaken 24hrs prior to your visit and can be booked at <https://test-for-coronavirus.service.gov.uk/>
- Please only visit the home once you have received confirmation of your appointment. We will be unable to grant any adhoc visits.
- All visitors will be required to wear a face mask. Please bring a washable face covering or disposable face mask with you.

On arrival

- Please report to the main reception for your visit.
- 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.
- A member of staff will greet you for your visit and escort you to the designated area, please do not leave reception without a staff member to accompany you.

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.
- Visits will take place in a designated area of each home, which will differ from home to home. Garden visits will be available, weather dependant.
- Full PPE must be worn for all indoor visits. A face mask only is required for outdoor visits.
- Social distancing must be adhered to at all times. We understand this can be difficult for residents living with dementia and where this is not possible we will need to review how to best facilitate these visits.
- 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 trial period is the start of being able to open up our homes to visitors once again. As long as it is safe and if everyone adheres to the rules, then we hope that visiting will continue. If there are any concerns over the safety of these visits, or if government guidelines change, 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.



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