

2nd July 2020

Garden visits by relatives

Thank you for your continued patience over recent months. I understand how difficult this period has been and we are now in the process of adapting to the 'new normal'. We are introducing outside visits for relatives to see loved ones from 13 July 2020.

We have done the best we can to keep residents connected with their family although we appreciate that this is not the same as face-to-face contact. We want you to be able to return to seeing your loved ones as soon as possible. There will be new procedures in place which follow government guidelines to ensure that the best interests of your loved one and their safety remains our priority at all times.

Visiting will be implemented in the following way:

- Visits will take place in the garden area and only if the weather permits and will be confirmed on the day subject to the weather. Visits will be 2m physically distanced from your relative. If you do not follow the physical distancing measures and subsequently have physical contact with the resident, your relative will need to complete a 14-day period of isolation.
- You are required to book an appointment via telephone in advance to arrange a visit.
- Visits will take place from 11.00am-12.00 midday and 2.00pm-4.00pm Monday – Friday, the last visit commencing at 3.30pm. No visiting at weekends. We will keep these times/days under review and extend these when we can.
- There will be a maximum of two people - who must be from the same household - allowed at any one time. These initial visits will be for immediate family only. Currently, children and pets are not permitted to visit at this time.
- Each visit is allocated 30 minutes. Please arrive 5 minutes prior to your appointment to complete the following protocol:
 - Review of Health Declaration Registration Form
 - Temperature checks – if your temperature is 37.8°C or above you will not be allowed to visit
 - Hand sanitisation
 - Put on appropriate PPE, *e.g.* face mask

Visits will be scheduled to ensure we do not have residents or visitors waiting unnecessarily and to allow staff time in between each visit to carry out the required cleaning as advised by infection control.

During your visit, a staff member will be close by to offer support and we politely ask you to respect these guidelines as we are trying to allow all residents the chance to see their relatives.

Following your visit, a staff member will escort you to the designated facility to remove PPE and carry out appropriate hand hygiene. Please note that no refreshments will be served and that the coffee machine, water dispenser and bathroom facilities will not be accessible during these visits.

For these visits, we request that you come to the front door of the building. A staff member will then go through the required protocol.

We have missed our visitors who are very much part of our Home and look forward to welcoming you soon.

Yours sincerely

Paul Milner
Director