

Responsible Visitor Code

Please ensure that for the safety of our residents, staff and yourself you follow this visitor code strictly.

Visitors must:

Book visits in advance for a specific day and time.

Visitors are limited to 5 nominated people, but no more than 2 visitors at a time.

Speak with the manager/senior about your loved ones agreed visiting arrangements.

Telephone the home prior to the visit to ensure that the situation has not changed.

Not be unwell on the day of the visit.

Arrive promptly at the appointment time agreed.

Where possible do not arrive using public transport.

Complete the necessary information required at the visit providing an honest response to screening requirements about Covid 19 risk factors. Complete the Safe to Visit Form.

Follow the infection prevention and control measures including a temperature test, use of PPE that is provided by the home. Disposable mask, apron and gloves should be worn at all times during the visit.

Lateral flow testing will be required for all visitors, please follow guidance and sign consent. Home lateral flow testing is accepted as long as a registered negative result is shown to the staff on arrival.

Remain social distancing to the person that you are visiting and from the staff. You can hold hands with your loved one but please do not hug (we know it is difficult).

Keep within the agreed visiting area that has been assessed as safe for your loved one. A staff member will be accompanying you to the designated area to be visited. Please do not leave unless accompanied by staff.

Visitors must not enter the main part of the home.

A toilet will be made available next to the testing room for emergency use, if needed during your visit. You must not use any other facilities.

Visits should be for no longer than 1 hour. If you are staying longer please let us know when you book your visit.

Avoid bringing in unnecessary gifts. If items do need bringing into the home, e.g. toiletries and clothing, pass them to staff who will ensure that they are sanitised in line with relevant infection prevention and control guidance.

We will not tolerate non-adherence to the following protocol, visits may be cancelled or cut short if safety of our residents and staff are breached.

Thank you