

9 STEPS TO A SUCCESSFUL COVID-SECURE VISIT

PLEASE DOWNLOAD THE NHS TRACK & TRACE APP BEFORE VISITING



STEP 1

AN APPOINTMENT SYSTEM MUST BE FOLLOWED

Book a visiting time and arrive **30 minutes before** to allow for [LFD Testing](#).



STEP 2

UP TO TWO CONSTANT VISITORS PER RESIDENT

Contact your home to see whether one or two visitors are permitted.



STEP 3

LATERAL FLOW TESTING IS AVAILABLE FOR ALL VISITS

We advise all visitors to take a lateral flow test before entering the home.



STEP 4

THE CORRECT PPE MUST BE WORN DURING THE WHOLE VISIT

You will be shown to put on, take off and safely dispose of all PPE correctly.



STEP 5

HAND HYGIENE MUST BE PRACTISED BY ALL VISITORS

Visitors must wash their hands for 20 seconds or use hand sanitiser provided.



STEP 6

2M SOCIAL DISTANCING MUST BE PRACTICED

Visitors must keep 2mtrs apart from residents and staff where possible.



STEP 7

REMAIN IN THE INDOOR OR EXTERNAL VISITING AREA AT ALL TIMES

Indoor visits are at the discretion of the manager. Please respect their decision.



STEP 8

SUBSTANTIAL SCREENS MUST BE IN PLACE

Please do not touch the safety screens and always maintain social distancing.



STEP 9

WATCH FOR SYMPTOMS AFTER YOUR VISIT

Notify us immediately if you develop symptoms not long after your visit.

STEPS WE ARE TAKING TO KEEP OUR HOME COVID-SECURE FOR VISITS



INFECTION CONTROL MEASURES, RISK ASSESSMENTS & VISITING PLANS ARE IN PLACE

We are ensuring our protocols keep everyone safe as well as focus on the individual needs of our residents. We are conducting training and adopting stringent infection control measures.



RESIDENTS & STAFF ARE TESTED REGULARLY

Care home staff are tested up to three times a week, all on the same day and at the same time, including bank and agency staff. Residents are tested every 28 days.



PPE SUPPLIES ARE WELL-STOCKED & REGULARLY MONITORED

All of our homes are well stocked with PPE supplies. The government's new PPE portal which focuses on providing the needed supplies to the care sector has helped, and supply numbers are regularly monitored.