

12 STEPS TO A SAFE INDOOR VISIT



HOW TO BOOK YOUR VISIT:



1

DOWNLOAD [THE NHS TRACE & TRACE APP](#) BEFORE THE VISIT

We will check that you have this downloaded upon your arrival.



2

DESIGNATE ONE PERSON TO BE THE VISITOR

Only one named visitor will be allowed to visit inside. Others can still book outdoor visits to see their loved one.



3

BOOK YOUR TIME SLOT BY PHONE

Please give us a call to book your visit. Ad-hoc visits will not be permitted.

ARRIVING AT THE HOME:



4

ARRIVE 45 MINUTES BEFORE YOUR TIME SLOT

Arrive early for [LFD Testing](#) which will be carried out at **every** visit. You will also need time to sign in.



5

A LATERAL FLOW DEVICE (LFD) TEST **IS REQUIRED**

LFD testing is required for each and every indoor AND outdoor visit. If you refuse, window visits are available.



6

WE WILL CHECK FOR SIGNS OF ILLNESS

If you are unwell, please do not visit. If you have a temperature when you visit, you cannot enter the home.

WHILE IN THE HOME:



7. HANDS

HAND HYGIENE MUST BE PRACTISED BY ALL VISITORS

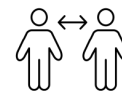
Visitors must wash their hands for 20 seconds or use the hand sanitiser provided.



8. FACE

PPE MUST BE WORN THROUGHOUT THE VISIT

You will be provided with and shown [how to wear PPE](#). This must be kept on **at all times** while in the home.



9. SPACE

2M SOCIAL DISTANCING MUST BE PRACTISED

Please practise social distancing during the visit. Hand holding is allowed, but no hugs or kisses, sorry.

DURING AND AFTER YOUR VISIT:



10

REMAIN WITHIN THE ROOM AT ALL TIMES

You will be shown to the designated visiting area. Please remain there until someone shows you out.



11

VISITING TIMES CAN LAST UP TO ONE HOUR

We can currently only accommodate one hour visits but are hoping to increase this in the future.



12

WATCH FOR SYMPTOMS AFTER YOUR VISIT

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

THE ROADMAP OUT OF LOCKDOWN: STEP ONE

FURTHER INSTRUCTIONS & INFORMATION



PLEASE COOPERATE WITH THESE PRECAUTIONARY MEASURES WHEN INSIDE THE HOME, IN ACCORDANCE WITH THE LATEST GOVERNMENT GUIDANCE:



NO HUGGING OR KISSING

Please understand that for the safety of everyone in the home, hugging and kissing is prohibited in care homes.



NO CHILDREN UNDER 16 CAN VISIT

Please do not bring any children that cannot be left unsupervised with you to the home.



NO REFRESHMENTS WILL BE AVAILABLE

To keep visits safe and sanitary, we are unable to offer any refreshments during your visit.



VISITS WILL CEASE IF AN OUTBREAK OCCURS

If the home has an outbreak, visits will stop. All relatives will be notified and updated about their loved one.



NO VACCINE? NO PROBLEM

You can still visit if you have not yet had a vaccine. We advise all who are currently eligible to take the vaccine.



VISITOR'S FACILITIES WILL BE AVAILABLE

You will be shown the location of the visitors' toilets. Please do not enter any other communal areas.

EXTERNAL VISITS ARE STILL AVAILABLE:



DRIVE THRU & WINDOW VISITS

Window & drive thru visits are still available to allow others to visit as well. PPE must be worn and social distancing practised.



VISITING PODS

Our pods are still open to allow for other family members or friends to visit aside from the named visitor than goes indoors.

VISITING UNDER "EXCEPTIONAL CIRCUMSTANCES":



NEW: ESSENTIAL CAREGIVERS

These are loved ones that are eligible to visit more often and provide personal care for a resident, with permission from the manager, and deemed a necessity for their welfare and health. See page 7 for more information.



END OF LIFE CARE

Visiting restrictions are reduced in exceptional circumstances, such as end of life care, provided you follow all the infection control measures, wear PPE, socially distance etc. Read page 8.