

# 10 STEPS TO A SAFE OUTDOOR VISIT



## HOW TO BOOK YOUR OUTDOOR VISIT (HUT OR POD):



1

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

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



2

### UP TO TWO PEOPLE CAN VISIT TOGETHER

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



3

### BOOK YOUR VISITING TIME BY PHONE

Call us to book a visiting slot. Ad-hoc visits will **NOT** be permitted. Please **arrive 45 minutes early for testing**.

## ARRIVING FOR YOUR OUTDOOR VISIT (HUT OR POD):



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.

## DURING YOUR EXTERNAL VISIT (POD OR HUT):



7. **HANDS & FACE**

### PRACTISE HAND HYGIENE & WEAR PPE DURING THE VISIT

Use sanitiser provided and **always** wear the PPE given to you while in the hut/pod.



8. **SPACE**

### SUBSTANTIAL SCREENS MUST BE IN PLACE FOR OUTDOOR VISITS

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



9

### REMAIN WITHIN THE HUT AT ALL TIMES

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

## AFTER YOUR EXTERNAL VISIT (POD OR HUT):



10

### WATCH FOR SYMPTOMS AFTER YOUR VISIT

Notify us immediately if you develop symptoms soon after your visit.

**Thank you for reading this. We look forward to seeing you soon!**

# THE ROADMAP OUT OF LOCKDOWN: STEP ONE

## FURTHER INSTRUCTIONS & INFORMATION



PLEASE COOPERATE WITH THESE PRECAUTIONARY MEASURES DURING OUTDOOR VISITS, IN ACCORDANCE WITH GOVERNMENT GUIDANCE:



### 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.



### NO REFRESHMENTS WILL BE AVAILABLE

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

OTHER VISITING OPTIONS ARE AVAILABLE:



### DRIVE THRU & WINDOW VISITS

**These are the only types of visits that do not require a Lateral Flow Test.**

Window & drive thru visits are still available to allow others to visit as well. PPE must still be worn however, and social distancing of 2 metres must be practised. Please call us to arrange a window or drive-thru visit.



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.

## PLEASE RESPECT OUR DECISIONS

In some areas, our safety measures are stricter than the government guidelines. We are doing our utmost to carefully balance our resident's mental and emotional welfare with their health and safety. While we recognise the importance of visits, please respect our decisions to keep your loved ones as safe as possible.