

VISITING CARE HOMES

INFORMATION LEAFLET

This guidance is to explain the way we are organising visiting to be able to minimise risks of cross infection to:

**OUR RESIDENTS, OUR STAFF
AND OUR VISITORS**

WHY ARE THERE RESTRICTIONS ON VISITING?

We restricted visiting to our homes prior to national lockdown to protect our residents because they are at higher risk from COVID 19 (Corona virus) as a result of their age and/or other medical conditions.

As the Government relaxes the restrictions on the general public, there is an even greater risk to the vulnerable residents within care homes because of the increased number of opportunities for transmission of the virus in the general population.

WHAT DO I NEED TO DO BEFORE A VISIT?

- Read this leaflet to understand our arrangements for visiting
- Book an appointment for visiting through the Home Manager
- You will be asked to sign and agree to the visiting protocol.

WHAT WILL HAPPEN WHEN I VISIT?

- You will be asked whether you are feeling unwell, have a cough, temperature, change in sense of smell
- Your temperature will be checked
- You will be asked whether you have been in contact with any person who may, or does have the virus during the past 14 days
- You will be asked to wash your hands and use sanitiser
- You will be provided with a face mask and any other protective equipment if required
- The face mask must cover your nose and mouth at all times and must not be handled
- You will have a member of staff to explain what you need to do, please follow staff instructions
- You will not be permitted to enter any other part of the home.

WHO CAN VISIT?

- 1 named person over 18 years of age, the visit is for a single person
- Max 1 hour (30 mins Scotland)
- Outside – garden or gazebo
- Maintaining social distancing 2m.

WHAT CAN I BRING?

You are encouraged to bring items that can easily be sanitised by our staff such as:

- A photograph or picture in a frame
- A memento that will remind your loved one who you are?

Only food that is sealed in the original unopened packaging may be brought to the home.

Do not bring balloons or items that cannot be sanitised

WHAT CAN I DO TO HELP THE VISIT?

When wearing a face mask during your time with your family member you should:

- Speak slightly louder and clearer
- Use the tone of your voice to convey your message
- Consider writing information down for your relative to read, if they can
- Use gestures / signs to communicate
- Keep eye contact
- Try and wear clothing or hairstyle your relative may recognise.

ARE WE ALLOWED TO CUDDLE OR TOUCH?

You need to maintain social distancing.

This is to protect you loved one, you as the visitor, our staff and the wider community.

Not everyone will understand the need to maintain a physical distance, but a gentle explanation that it causes a risk of catching the virus may be all that is needed.

HOW WILL I KNOW WHEN VISITING ARRANGEMENTS CHANGE?

As the restrictions around visiting are adapted to the progress of the pandemic, we will tell you about changes through letters, phone calls and Facebook home page.

Each resident will have a visiting care plan that balances risks with the wishes and preferences for visiting.

If there is an outbreak in the local area or the home, we will respond swiftly and put restrictions back in place, until the outbreak is over. This means it is possible arrangements may change at short notice, but we will aim to contact you to explain this if you have a visit booked in.

Please contact the Home Manager if you have any further questions.



We are committed to minimising the risk of infection in our homes.

In doing this we adhere to the government guidelines relating to COVID-19, including regular testing of residents and staff, ensuring excellent personal and environmental hygiene, the appropriate and prescribed use of PPE.



www.opalcarehomes.co.uk



www.hcsolutions.co.uk