

Dear All

We would like to thank you for being so understanding during this difficult time, we know how hard it has been not seeing your loved ones, but the safety of our residents and staff has been our number one priority.

We are slowly introducing safe visiting, and this will be in a designated outside area, be by appointment only and MUST be pre-booked. For the time being be 30 minutes-1 hour long. Strict 2-meter social distancing must be maintained at all times and masks worn. In exceptional circumstances and in agreement with the home manager, visiting can be arranged in doors, for up to 30 minutes, 2-meters apart and with face protection. Visiting may be emotional but please do not breach 2-meter distancing, if this happens your relative will have to go into isolation for 14 days, not leaving their room and all visiting will have to stop. We regret that at the moment, no children can visit.

Before the Visit:

- Please call in advanced to book a visit.
- If you are feeling unwell, please do not visit
- Do not visit if you have been in direct contact with someone who has been ill in the last 14 days, or tested positive of Covid-19

On Arrival

- Ensure you complete the screening checklist
- Please do not arrive early
- When you have arrived please stay in your car
- Please phone and let us know you have arrived
- We will then come and get you when we are ready/in position
- Use the hand sanitiser provided as soon as you come into the home and before entering if you have your own
- We will give you a mask, which must be worn at all times during the visit. Please wear the mask we provide
- We will take your temperature
- If you bring any gifts please leave them by the porch door. We will either sanitise the gifts or they may have to be quarantined
- You will then be directed to the visiting area, please sit and stay sitting where instructed

During the Visit

- Please DO NOT touch the resident or move within 2 meters of the resident
- Please do not pass anything to the resident or staff member
- We will be unable to offer you any food and drink
- A staff member will be present for the duration of the visit

Thank you in advanced for your cooperation

See you soon