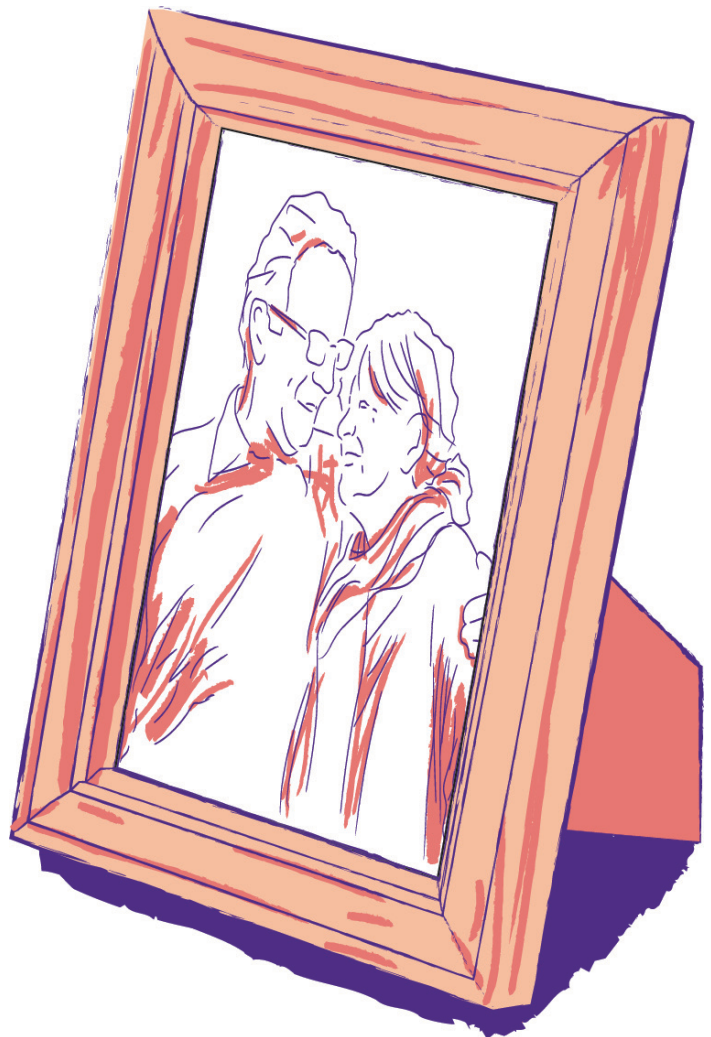


Country Court Visiting Guidelines

January 2022



Our family, caring for yours

Visiting to care homes returned in March 2021 and it has been lovely to welcome you all back to our homes. The guidance for care homes has been updated to remove the limit on the number of people who can visit from Monday 31st January 2022. We are delighted that we will be seeing more of you in our care homes again and know that this will have huge benefits for the wellbeing of our residents. We have updated our visiting guidelines to reflect this change.

As we care for a huge variety of residents with different needs and desires, aspects of visits will differ for some people, so please be aware that all visits are at the Home Manager's discretion and will be reviewed on a case by case basis with the safety of the resident and the wider home in mind. The situation can change quite quickly and we will endeavour to update you with any amendments to these guidelines. If you have any questions or concerns, please contact the Home Manager directly who would be happy to discuss.

Visiting procedure

- There is no longer a requirement to pre-book your visit
- There is no time limit for your visit
- There is no limit on the number of visitors per resident or the frequency of visits
- Should a home have a positive (or suspected) case of Covid-19, it will again be closed to visitors. Home Managers reserve the right to cancel visits. One nominated essential caregiver will be able to visit on a pre-booked basis during an outbreak.

Prior to visits

- Please do not visit the home if you are feeling unwell, have any symptoms of Covid-19 or have come into recent contact with anyone who has Covid-19.
- All adult visitors to our care homes will be required to submit a negative test result from a Lateral Flow Test prior to entering the building. This will take around 30 minutes to process and you will not be able to enter the home until you have had your result. **The home will provide the Lateral Flow Test and ask you to register on the Government website (which we will provide a link for).**
- At busy times the wait to process your Lateral Flow Test may take a little longer than previously. We will do our best to arrange this as quickly as possible but please be patient while we ensure everyone is safe.
- All adult visitors will be required to wear a face mask. Please bring a washable face covering or disposable face mask with you. If you wish to hold hands with your loved one you will be required to wear gloves and apron, which will be provided by the home.

On arrival

- Please report to the main reception for your visit. We cannot allow any visits without reporting to reception first.
- All guests will need to pass through the thermal imaging machine at the main reception. This will measure your current temperature and if your temperature is running high, we will be unable to let you in at that point. No data will be stored from this machine.
- Once in reception, please wash your hands and sign in. All visitors will be asked to sign a 'Health Passport' confirming they do not have symptoms and adhere to our guidelines.
- All visitors will be required to undertake a Lateral Flow Test and receive a negative result prior to entering the home. On arrival, if you need help to administer your test we will be happy to do this with you. You will be asked to wait outside the home for 20-30 minutes before the result is returned.
- Once the test result has been returned as negative, a member of staff will greet you for your visit, issue the relevant PPE and escort you to the designated area. Please do not re-enter the home prior to this, or if your result is returned as positive.

During visits

- We strongly encourage all visits to take place in the residents room rather than communal areas of the home.
- A member of staff will be on hand to help should you need anything but will leave you to enjoy your visit.
- We would encourage social distancing, to reduce any risks. However, it is possible to hold hands, as long as you are wearing full PPE.
- A face mask is required for all visits, please bring one along with you.
- Social distancing must be adhered to where possible. We understand some relatives will want to hold hands which can take place, but we ask that contact is kept to a minimum.
- Full infection control procedures will be followed at all times.
- We would ask you not to bring any gifts at this time to avoid risk of contamination. If you wish to provide a gift for your relative we will need to arrange to quarantine it for 72 hours.
- **Please be aware that to avoid exposure to surfaces, we will be unable to provide toilet facilities during visits.**
- Please continue to avoid visiting during mealtimes.

After visits

- At the end of your visit, a staff member will escort you out of the home.
- Each visiting area will be cleaned and all surfaces wiped down to reduce the risk of contamination. .

External visits

- Residents can still leave the home with their family members should they wish. They should avoid visiting people they do not spend time with regularly or mix in large groups indoors.
- We would ask that anyone they are visiting are fully vaccinated and undertake regular Lateral Flow Testing.
- Residents may be asked to self-isolate following an emergency stay in hospital or a visit to a 'high-risk' environment. This will be judged on a case by case basis by the Home Manager.



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