



The Whiteley Homes Trust

Information for those planning to visit family and friends living in our care or extra care facilities: The Eliza Palmer Hub; Ingram House or Huntley House

Please be advised that this information could change at short notice if there is an outbreak in one of our homes or in Whiteley Village, or if a community `hot spot` develops, prompting a local lockdown. Please ensure you contact the relevant home manager on the details below, at least a day before your planned visit to check the latest advice.

Care Homes: Ingram House and The Eliza Palmer Hub

Currently we are allowing restricted visits outdoors only, or if the weather is poor, in a gazebo or under an awning if available. (When it is considered safe to do so we hope to introduce visits within Designated Areas inside our care homes and we'll let you have more information about this when we can.)

In line with the latest Government guidelines (22 July), and advice from Surrey's Director of Public Health (DPH) on 29 July, The Trust is now only permitting one person to visit at a time (unless in exceptional circumstances and with the prior agreement of the Manager).

The DPH has also advised that there should be a single constant visitor per resident, to limit the overall number of visitors to our care homes and help reduce the risks of infection. Additional occasional visitors can be agreed by exception by the Manager.

We ask that visits last no longer than one hour and social distancing of two metres must be observed at all times. Visitors are asked to wash their hands before and after visiting their loved one. On arrival, visitors will be asked some questions regarding their health and situation and they will also need to undertake a temperature check.

Masks are available and we encourage their use, but we appreciate they can hinder communication, especially for those hard of hearing, and so their use is not compulsory unless an individual risk assessment indicates it should be. Please arrange your visit in advance by contacting the relevant duty manager on:

- Ingram House: 01932 825835
- The Eliza Palmer Hub: 01932 825833 (Ground Floor)
or 01932 847954 (First Floor)

Extra Care: Huntley House

In line with Government guidance, we are now advising residents that they can have up to six visitors at a time from the same household or bubble in their flat.

On arrival, we require all visitors to undertake a temperature check and visitors will also be asked some questions regarding their health and situation. We encourage the wearing of face masks during indoor visits and advise social distancing of two metres if possible.

Outdoor visits remain a safer option however (weather permitting) and are encouraged on the terrace area behind the restaurant, or elsewhere in the village if preferred.