



The Whiteley Homes Trust

5th March 2021

Dear Residents and Relatives,

Changes to Visiting from 8th March, 2021

Last night the Government issued detailed guidance to care providers on visiting in care homes. We all know and appreciate how important face to face visiting is to the health and wellbeing of our residents and their friends and families, and how distressing separation is for everyone.

As always, the safety of our residents is our principal concern, however I want to reassure you that we continue to be committed to doing all we can to facilitate safe visiting that adheres to the Governments' guidelines at all times.

Following our recent communications with you, I can now confirm that from Monday, 8th March 2021 we are able to provide visits by appointment only for one consistent visitor for a maximum of two hours. You can visit in the following ways:

In-bedroom visits

We are only allowed to permit a maximum of one visitor per resident for these type of visits. This must always be the same person and is subject to that individual having a negative result from a Rapid Flow Covid-19 test before every visit, which we will provide free of charge on the day.

You will need to arrange with Reception in advance which testing session you will be attending. Sessions for morning tests are 10:00 through to 11:30, and for afternoon tests the times are 14:00 through to 15:30. On arrival, you will be asked some initial screening questions, prompted to wash and sanitise your hands and will be provided with a facemask. To comply with our infection-control protocols you will not be able to use your own face mask but will be asked to wear one of our clinical masks. Visitors will need to conduct their own test, supported by our staff and we ask that you provide us with your mobile phone number and/or car registration number (so we can locate you outside), as while the test is processing you will need to wait in your vehicle.

Once your test is complete, which usually takes 20 to 30 minutes, we will let you know the result by phone or in person at your vehicle and if negative you can then return to Reception where you will be given a **GREEN** visitor's badge to indicate you are Covid-19 negative. Training will be provided by the care teams to all visitors to ensure you are able to fit a face mask correctly, clean your hands (with soap and water, and hand-sanitiser) appropriately, and understand the basics of infection prevention and control in these specific circumstances and environment. Once this has been completed, a certificate will be issued which will remain valid for 6 months.

Once inside our care home, you will not need to be escorted to and from your relative's bedroom, but you will **NOT** be able to spend time together in our communal areas. Government guidance states that physical contact should be minimised, and a face mask **MUST** be worn by visitors at all times. You will also be required to wear full PPE (including a facemask, apron and gloves), when in the bedroom of your loved one. We ask that you wear your mask until you have left the building, and this should be disposed of appropriately at home.

Window Visits

- **For Eliza Palmer Hub residents:** A maximum of two people (over 13 years of age, unless agreed by the registered manager) can visit at one time and these can be different individuals for each visit. We have allocated two spaces for visits in the Lantern Café, with seats positioned either side of the open patio doors. The seat/s outside do have some cover and protection from the weather, but please prepare in case of cold or windy weather. For these types of visits, it remains necessary for visitors to wear a face mask and to ensure there is social distancing of two metres at all times. Please remain in your designated area throughout your visit.
- **For Ingram House residents:** A maximum of two people (over 13 years of age, unless agreed by the registered manager) can visit and these can be different individuals for each visit. As residents' rooms are on the ground floor, family can visit outside their bedroom window if their room faces our grounds. If the resident you're visiting has a courtyard room we have set aside a room facing our outer grounds, so you will be directed there. Because the window acts as a physical barrier, visitors will not need to wear a face mask, but if the window has to be open to enable better hearing, we ask that a two-metre safe distance is maintained and a face mask is worn at all times. Please remain in your designated area throughout your visit.

Garden visits

Maximum of 2 people (over 13 years of age): Weather permitting, we can also offer a limited number of garden visits. On arrival you will be asked to use the hand sanitiser stations and guided to a designated area where seating will be positioned to comply with social-distancing guidance. Visitors will need to wear a face mask, which can be provided. To comply with Government guidance, there should be no touching or hugging during the visit.

Responsible Visitor Code

The 'Responsible Visitor Code' sets out a range of responsibilities that visitors must abide by prior to and during any visit:

- By arrangement only
- Check in with the care home on the day of the visit, to ensure the situation in the service has not changed.
- Visitors **MUST** be willing to wear a facemask (which we will provide). The facemask provided by the home must be taken away with the visitor and disposed of safely – it should not be disposed of in the home

- Visitors **MUST** confirm they are free from any symptoms of Coronavirus/Covid-19 (and undertake a test on the day if required)
- Visitors **MUST** not visit the home if they have been contacted by the NHS Track and Trace service and required to isolate in the past 14 days
- Visitors **MUST** not visit if they have visited a country where quarantine is required – unless they have completed the 14-day quarantine period or completed another mitigating action
- Visitors **MUST** use the hand sanitiser point prior to entering the care areas and wash their hands upon entering the bedroom of their loved one and upon leaving their room
- All visiting children (for window visits) **MUST** be over 13 years of age
- Liquid refreshments only can be provided for in-bedroom visits
- Gifts (non-perishable only) must be sanitised before being given to the resident
- Visitors **MUST** comply with the infection prevention and control (IPC) measures, including mandatory hand hygiene, the use of PPE as required and social distancing requirements, such as keeping touch to a minimum during in bedroom visits, or remaining in the designated visiting area during a window visit.
- Wherever possible, visitors should try to walk or travel by car and avoid public transport when visiting the home, in line with the latest Government advice on essential travel during Covid-19.

Our approach to visiting will always be based on the circumstances of the care setting and the individual needs of the resident concerned, whilst following the latest guidance from the Government, Public Health England and other regulatory bodies. Given the uncertainty about the future progress of the pandemic and the difference in local transmission rates, we are working in a changing situation that will require constant vigilance, so please be aware that we may need to amend visiting arrangements at short notice. Also, in the event of any suspected or known case of Covid-19 within our care home, visitor restrictions may need to be immediately implemented.

If you would like to book a visit, please contact Reception who are managing the process to ensure it remains fair to all our residents. In addition to the visits above, we are also continuing to support Facebook or WhatsApp calls via our Facebook Portals or Facetime calls through our iPads. If this communication works best for you just let us know and we can help to organise a call for you.

If you have any questions, please do not hesitate to contact the home manager, nurse or a senior care lead in the normal way or email me direct at kevin.humphrys@whiteleyvillage.org.uk.

Many thanks for your support and understanding during these difficult times.

Yours sincerely,



Kevin Humphrys FInstLM
Director of Care & Community