



The Whiteley Homes Trust

9th April 2021

Dear Residents and Relatives,

Changes to visiting from 12th April, 2021

The Government recently issued updated detailed guidance to care providers on visiting in care homes. 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. (Please familiarise yourself with our Responsible Visitor's Code which was included in our recent letter to you.)

I am pleased to be able to confirm that from Monday, 12th April 2021 we are able to provide visits by appointment only for two consistent named visitors for a maximum of two hours. You can visit in the following ways:

In-bedroom visits

We are now allowed to permit a maximum of two named visitors per resident for in-bedroom visits. This must always be the same two people and is subject to each 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.

As outlined in our recent letter, 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. All screening, infection control requirements and visiting arrangements remain the same.

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. All visiting arrangements and infection control requirements remain the same, as set out in our recent letter.

* **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. All visiting requirements and infection control requirements remain the same, as set out in our recent letter.

Garden visits

Maximum of two people (over 13 years of age): Weather permitting, we can also offer a limited number of garden visits. All visiting requirements and infection control measures remain the same, as set out in our recent letter.

Please be advised, that 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,

A handwritten signature in black ink, appearing to be 'KH' followed by a large, stylized flourish.

Kevin Humphrys FInstLM
Director of Care & Community