

15 September 2020

### VISITOR'S POLICY

On 15<sup>th</sup> March 2020, we took the decision not to allow visitors into the home, in light of the Coronavirus Pandemic. This has proved so far to have been a prudent decision as we have not at this point had any Positive COVID-19 cases, staff or residents.

We are mindful that our 22 Residents have not little personal contact with their family and friends.

We have done all things possible to safeguard their mental wellbeing by making available Face time, video calling, telephone calls, phones in rooms and a large dementia meeting table, to keep as much contact as possible.

#### **From 1 October 2020 - Introducing visitors inside the home in reception**

- Family and friends will be allowed to start to visit their relatives at Newgrange on **Thursday 24<sup>th</sup> September 2020 by Appointment only inside the reception area, with relative inside cinema room**
- No more than 2 people should visit at any one time
- Visits should be no longer than 45 mins
- Families and friends should arrange a meeting time in advance. Please call the home and we will confirm by looking at our diary.
- **The visitors will sit on chairs (provided by home) inside the reception facing cinema window**
- **Resident will sit in the Cinema Room accompanied by a care worker**
- **Staff will take temperature of visitors, ask them to sanitise hands on arrival**
- **visitors MUST wear a mask at ALL times**
- The chairs will be distanced more than 2 meters apart.
- The window will be opened slightly so that you can communicate with each other.
- There is strictly no touching of each other at this time.
- **Staff will disinfect the chairs that visitors sit on.**
- Visitors will be invited on a first come first serve basis and those who have not visited will be in front of those on a second or third visit.
- Only 2 visits per week for any one resident

*This policy will be updated as guidance and restrictions change guided by Government Policy. Please note these visits could be stopped if there is a second wave.*

In the meantime, I thank you all for your understanding during this extremely unusual and challenging time and assure you all that our residents have been of our utmost priority. Our staff have been fully committed to the safety and wellbeing of our residents and themselves and to them all, I am very grateful.

Alison Wood, Registered Manager