

9th November 2020



VISITOR'S POLICY

On 15th March 2020, we took the decision not to allow visitors into the home, in light of the Coronavirus Pandemic. However, we allowed Family to start to visit their relatives in a safe and measured manner on **Monday 15th June. We have communicated our reviews and updates further to current guidance.**

Here is the Update to this policy on 9th November 2020.

This policy has been updated, due to further guidance from the government on 5th November 2020.

Further to the Manager's email of 6th November 2020, I confirm that we have decided upon the most effective method of visiting at Newgrange.

We will be constructed a structure (Pod Like) in the lounge, which will allow up to 2 visitors at any one time to visit their loved ones. The structure will enable a separate entry from the garden. Access from the side gate next to our reception.

We will install an audio device to aid hearing during the visits.

This will in turn detract from staff having to come away from the main lounge area during visits.

This will be managed by way of the same appointment system that is in place at this time.

The structure should be complete by week ending 20 November 2020.

We will do all things possible to safeguard all residents, ensuring that our resident's mental wellbeing is of paramount importance. We will make sure that they continue to be able to contact loved ones via video & telephone calls, to keep as much contact as possible.

Visitors inside the new Pod Structure

- Family and friends are allowed to visit their relatives at Newgrange by Appointment only inside the new Pod Like structure in the main lounge.
- 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 Structure
- Resident will sit in the Lounge accompanied by a care worker, if necessary
- Visitors should take their temperature and sanitise with thermometer and sanitising gel provided, inside the structure.
- Visitors MUST wear a mask at ALL times
- The door may remain open slightly for ventilation if necessary
- Entry will be via the side door near reception and into the rear garden
- Staff will disinfect the chairs that visitors sit on after leaving
- 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.

This policy will be updated as guidance and restrictions change guided by Government Policy.

In the meantime, I thank you all once more 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