**Rockdale House Care Home – welcoming visitors back**

Visit allowed for residents with 2 x relatives per visit. These visits will be outside under the gazebo. Visits will be by appointment only and must be pre-booked. Cancellations of visit or lateness to the visit must be informed to the home.

Relatives and residents will be 2 metres apart at all times.

Visits will be 30 minutes long, with 10 minute gaps between each one for disinfecting of table and chairs.

**Relatives:**

*Before visiting:*

* Must prebook visit and have visit time approved by reception staff
* Must come with only another person from your household
* If you are feeling unwell please do not attend the visit
* Do not visit if you have been ill or in direct contact with someone who has been ill in the last 14 days.
* If you are unable to attend please let the home know a minimum of 1 hour prior to the visit.
* Only two people are allowed to visit at a time, no children will be allowed.

*On arrival of the visit*

* Please do not arrive early for your visit. If you are early please stay in your car until the time of the visit
* Please ring the front door bell and use the hand sanitiser provided by the front door
* You will be given a mask which must be worn at all times during the visit
* You will have your temperature taken. If your temperature is 37.8 or above you will be asked to leave the premises and will be unable to have your visit.
* Once mask has been given and temperature taken you will be directed to the visiting gazebo
* Please ensure you are sat at the allocated seat, there will be a table in between you and the resident

*During the visit*

* The resident will be brought out by a member of staff. The member of staff will stay with you throughout your visit.
* Please do not touch the resident or move within 2 metres of the resident. Anyone found to do so will have visiting rights revoked. This is for the resident’s safety.
* Whilst wearing your mask it might be worth bearing in mind the following:

a. Speak louder and clearer

b. Be aware of the tone of your voice

c. Write information down if your relatives can

read

d. Use gestures

e. Maintain eye contact

* We will be unable to offer any food and drink during your visit
* When you see your relative, this will be an emotional time. Try not to be upset if your relative does not seem really happy to see you; they may not be aware that they have not seen you for such a long time.

*After the visit*

* Once your 30 minutes visiting time has ended a staff member will ask you to leave the premises quickly
* Please use the bin provided to safely dispose of your mask
* The resident will be escorted back into the home

Visiting hours will be Monday to Friday starting at 10.30am till 3.15pm. Visits will be half an hour long. You may not book more than one slot a day. Visits will be on a first come first serve basis, ensuring it is fair for all relatives of all residents to visit.

Relatives will only be allowed to book one slot per week unless stated otherwise by a senior member of staff. Visits will be limited to immediate family only and children will not be allowed to visit.

There will be 10-minute breaks in between visits to give staff time to disinfect the visiting gazebo fully and protect relatives from crossing over.

Visiting times will be available as below.

**Monday - Friday**

10.30am-11am

11.10am-11.40am

11.50am-12.20pm

*Break for lunch time*

2pm-2.30pm

2.45pm-3.15pm

Visits will be finished at 3.15pm to ensure visiting gazebo can be fully disinfected and sanitised ready for the next day’s visits.

Please note the above is subject to change.

In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within a home, visitor restrictions may need to be immediately implemented which suspend some of these enabling approaches and will include exclusion of any non–essential visitors. This should be implemented in a transparent manner with open and clear communication to residents and relevant family members.

If there is staff shortages due to sickness the appointment may have to be rearranged at short notice.

I would like to thank you all for your patience and understanding.