



The Whiteley Homes Trust

6 November 2020

Dear Resident/Relative,

Latest Government guidelines on visiting in care homes

As I am sure you are aware, the Government have now issued new guidelines to care providers on visiting in care homes. We are currently examining these together with our local authority partners, and although we will naturally need some time to explore and probe these new directives, at first glance it appears we are able to re-start our Phase 1 Visiting (see page 4).

We 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. The safety of our residents is our chief concern, however I want to reassure you that we are doing, and will continue to do, all we can to facilitate safe visiting that adheres to the Government's guidelines at all times.

I can, for now, confirm that from **Monday, 9th November 2020** we are able to provide visits by appointment only for a maximum of 30 minutes. Please note that visits cannot be extended if you arrive late as we will need to sanitise between appointments.

You can visit in the following ways:

Window Visits

- **For Eliza Palmer Hub residents:** A maximum of 2 people (over 13 years of age, unless agreed by the registered manager) can visit. We have allocated two spaces on the ground floor in the Lantern Café, with seats positioned either side of the open patio doors where you can visit. The seat on the external side of the door has some cover and protection from the weather. A face mask is not required by visitors as long as the social distance of 2 metres is maintained at all times. If, for the purposes of hearing, the visit distance needs to be reduced to 1 metre then a face mask must always be worn. We would ask that you remain in the designated area throughout your visit.
- **For Ingram House residents:** A maximum of 2 people (over 13 years of age, unless agreed by the registered manager) can visit. As residents' rooms are on the ground floor, family can visit outside the room's window. If the resident you are visiting has a room that faces the inner

courtyard, then a room has been set aside that faces the outer grounds to enable visiting, still in this mode. For the purposes of communication, we will provide your family member with a mobile phone (if they do not have a landline) that you can call. A face mask is not required by visitors as the window acts as a physical barrier. If the window is to be ajar to facilitate hearing, then a two-metre safe distance must be maintained. A face mask is not required by visitors as long as the social distance of 2 metres is maintained at all times. If, for the purposes of hearing the visit distance needs to be reduced to 1 metre then a face mask must always be worn. We would ask that you remain in the designated area throughout your visit.

Garden visits

Maximum of 2 people (over 13 years of age): We can offer a small number of garden visits, depending upon the weather. 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. We are asking that these visits are limited to one person (maximum of two) and this should ideally be the same person each time and they must be willing to wear a face mask, which can be provided. There should be no touching or hugging throughout the visit.

Indoor visits

Some relatives have questioned why we are not restarting indoor visits with screens. Whilst we are looking into ways that we can do this, we are currently, unable to fulfil the requirements set out in the Government guidelines. While it prefers 'open air' and 'outdoor' visits, the section does introduce flexibility for indoor visits depending on a series of other guidance being followed. I won't list it all here but note:

- Temporary outdoor structures such as visitor pods are preferred but they acknowledge that a designated visiting space in the main building (if possible, with an entrance from outside) could also be used.
- In both cases, the provider must ensure that visitors enter from a different door from the outside where possible or if only one door, enter at different times.
- It states that there should be a 'substantial' screen between the resident and visitor. It gives the example of a floor to ceiling screen.
- The need for ventilation is stressed throughout the document - either by opening a window/door or ensuring the ventilation systems are kept at high rates.

As I am sure you will be aware, being able to fulfil all this criteria is not something available to us immediately in our environment without structural changes, the purchase of a temporary pod, or the building of significant screened areas. We will be exploring these in the days and weeks to come, but the cost of these solutions is likely to be restrictive, if not prohibitive.

Our approach to enabling visitors takes into account the Government guidance, especially that it has to be based on the circumstances of the care setting and the individual needs of the resident being visited.

The 'Responsible Visitor Code' sets out a range of responsibilities that visitors must abide by prior to and during any visit, during Phase 1 Visiting.

Responsible Visitor Code

- Book visits in advance for a specific day and time.
- Check in with the care home on the day of the visit, to ensure the situation in the service has not changed.
- Be free of any COVID-19 symptoms on the day of your visit.
- 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 remaining in the designated visiting area.
- Ensure that any gifts brought to give to the individual you are visiting can be sanitised, in line with relevant infection prevention and control (IPC) guidance.
- 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.

In the event of any suspected or known case of COVID-19 within our care 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.

If you would like to book a visit, please contact Reception as colleagues there will be managing the process to ensure it remains fair to all our residents. In addition to the visits above, we are also able 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 perseverance and understanding during these unprecedented times.

Yours sincerely,

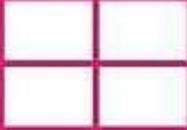
A handwritten signature in black ink, appearing to be 'KH', written in a cursive style.

Kevin Humphrys FInstLM
Director of Care & Community

phase 1 visiting

<p>make an appointment</p> 	<p>visits are for 30 minutes</p> 	<p>two visitors only from the same household</p> 	<p>you must not have symptoms</p> 	<p>no touching... no gifts... ...but lots of love</p> 
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you can book

<p>window visit</p>  <p>Stand 2m away</p>	<p>garden visit</p>  <p>Sit 2m apart</p>
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sorry no under 13 year olds