



The Whiteley Homes Trust

Responsible Visitor Code

The 'Responsible Visitor Code' sets out a range of responsibilities that visitors must abide by prior to and during any visit:

- By arrangement only
- Check in with the care home on the day of the visit, to ensure the situation in the service has not changed.
- Visitors **MUST** be willing to wear a facemask (which we will provide). The facemask provided by the home must be taken away with the visitor and disposed of safely – it should not be disposed of in the home
- Visitors **MUST** confirm they are free from any symptoms of Coronavirus/Covid-19 (and undertake a test on the day if required)
- Visitors **MUST** not visit the home if they have been contacted by the NHS Track and Trace service and required to isolate in the past 14 days
- Visitors **MUST** not visit if they have visited a country where quarantine is required – unless they have completed the 14-day quarantine period or completed another mitigating action
- Visitors **MUST** use the hand sanitiser point prior to entering the care areas and wash their hands upon entering the bedroom of their loved one and upon leaving their room
- All visiting children (for window visits) **MUST** be over 13 years of age
- Liquid refreshments only can be provided for in-bedroom visits
- Gifts (non-perishable only) must be sanitised before being given to the resident
- Visitors **MUST** 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 keeping touch to a minimum during in bedroom visits, or remaining in the designated visiting area during a window visit.
- 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.