



Coronavirus Visiting Guide

The health, safety, and wellbeing of our service users and staff are always our top priority and we are continuing with our robust and comprehensive contingency plans to respond to Coronavirus. Our plans are kept under regular review and are updated as and when advised by the UK Health Security Agency.

As of the 1st April the guidance on care home visiting was withdrawn and replaced with “Covid-19 supplement to the infection prevention and control resource for adult social care”, which can be read here: **UPDATED 3rd MAY 2022**

[COVID-19 supplement to the infection prevention and control resource for adult social care - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/105211/covid-19-supplement-to-the-infection-prevention-and-control-resource-for-adult-social-care.pdf)

A key statement made is:

Contact with relatives and friends is fundamental to care home residents’ health and wellbeing and visiting should be encouraged. There should not normally be any restrictions to visits into or out of the care home. The right to private and family life is a human right protected in law (Article 8 of the European Convention on Human Rights). Where visiting is modified during an outbreak of COVID-19 or where a care home resident has confirmed COVID-19, every resident should be enabled to continue to receive one visitor inside the care home. End-of-life visiting should always be supported, and testing is not required in any circumstances for an end-of-life visit.

We strongly encourage all residents and visitors to be vaccinated and to have received their booster, which provides the best protection against symptomatic infection.

Visits Outside the Home

All residents (regardless of vaccination status) can undertake visits outside of the care home without the requirement to self-isolate on their return, but we ask that families take into consideration the environment they are going into and the possible risks for example an enclosed setting has a higher risk than an open air one.

Emergency Hospital Admissions

Care home residents should not be required to self-isolate when discharged back to the care home following an admission into hospital, subject to a negative PCR or lateral flow test. Residents will still need to self-isolate for 10 days if they have been discharged from a part of hospital where there is an active outbreak, however as with staff if they are vaccinated, they can take a Lateral flow test on day 4, 5 & 6 and if negative can end their isolation.

Visits in the Home

Visiting will be from 10.00hrs to 20.00hrs, which covers lunch and dinner times should you wish to help support your loved one with their meal (in their room).



These visits are to be booked through our reception so we know who's in the building and can plan the number of people in the home at any one time.

There is no longer a requirement for most visitors to take an LFD test unless you are providing personal care as per statement below:

“Some residents may need support with personal care from a visitor with whom they have a close relationship. Visitors who are providing personal care should have a negative COVID-19 lateral flow test result from a lateral flow device before entering a care home, unless medically exempt. Care homes are being provided with tests to support this. If these visitors attend once or twice a week, they should only test on that day (testing can be completed at home or on site). If they visit more than twice a week, they should test a maximum of twice weekly, 3 to 4 days apart.”

All visitors must follow our meet and greet protocol, ensuring that no symptoms or exposure to Coronavirus have been experienced and we insist on taking a temperature and they wear a mask (PPE) and sanitise before entry is permitted.

Where practical you will be able to visit your loved ones in their room, but we are trying to limit contact within the home so sometimes this isn't possible and visits will take place in another visiting area.

In order to facilitate as many visits as possible we ask you to try and limit your visit to a reasonable period.

Our home is also set up for Zoom, WhatsApp and Skype calling to enable you to keep in touch more regularly and our staff are doing all they can to ensure that life in our service remains as comfortable and sociable as possible. We support our service users to spend time on active and interactive activities, whilst practising physical distancing.

If you wish to book a visit it is important that you do so safely and in a way that minimises the risk of infection to our residents and staff. Before visiting and whilst on site, please follow these guidelines:

Before you visit

- Please call-in advance to book a visit on 01785 250600 option 2 ensuring you give your full name, address and contact number
- If you are feeling unwell or displaying any covid-19 symptoms please do not visit
- Do not visit if you have been in direct contact with someone who has been ill in the last 10 days, or tested positive of Covid-19

On Arrival

Please report to reception unless it's a Bank Holiday or weekend in which case please report to the building (The Village or Hyde Lea Unit) your relative is in.

We will provide you with a mask that must be worn at all times



We will ask you to take your temperature.

We encourage use of the hand sanitizer stations around the buildings.

You are more than welcome to bring gifts and flowers

Weather permitting you are welcome to meet your loved ones in our garden areas rather than a visiting room, please ask when you arrive.

If it's necessary to complete a lateral flow test (see statement above re. personal care) this can be done before arrival; the kits can be collected from our reception. You will have to log your test on the Government site: [Report a COVID-19 rapid lateral flow test result - GOV.UK \(www.gov.uk\)](https://www.gov.uk) and use the Manors unique identification number, which is 10161891. You will then need to show your test result either via email account or a text message on your phone when you get to reception.

If you are completing your test at the Manor then arrive 40 minutes before your visit, stay in your car and call reception on 01785 250600 option 2 and let them know you have arrived and who you have come to visit.

TESTING

We hold stock of testing kits and are testing residents every 28 days using PCR tests and staff daily using lateral flow tests.

STAFF

All our staff are trained in Infection control. Staff have clear processes to follow if a service user, or fellow member of staff show any such symptoms including isolation wherever necessary in line with government guidelines. Many of you have emailed, written or called to thank the staff who are working very hard to keep everyone safe, please be assured that all comments are passed onto all the staff and are much appreciated by them.

PERSONAL PROTECTIVE EQUIPMENT

We continue to have a robust supply chain of Personal Protective Equipment (PPE) in place, and our staff are using this in accordance with the Public Health Authority guidance. All of our staff are wearing face masks as a minimum and we are confident in our supplies of this and all our staff have what they need.

With changes happening all the time we are keen to keep in touch with you as best as we can by email, letter or telephone, if you haven't received any information by the above please email jw@hlhg.co or call 01785 250600 option 2 to ensure we have your most up to date contact details.

HLHG Ltd



Updated 09/05/2022