

VISITORS CHARTER - updated 24 September 2020

Abbey Healthcare fully appreciates the need for resident and family visits and is eager to facilitate for this to happen. However, this needs to be within Government guidelines and ensuring that residents and staff are protected and safe.

The following guidance must be adhered to by any relative or family member wishing to visit a resident, in the Garden of the home or the Visitors Room.

1. No visiting will be permitted if you are displaying any COVID-19 symptoms (or anyone in your household or 'bubble' is displaying symptoms or tested positive within the last 14 days)
2. You must book a time slot with the home. Visiting outside this slot will not be permitted.
3. Visiting will be from 10am - 12pm and 14.00 hours – 17.00 hours **Monday to Friday only on a 'first come first served' basis.** Visits can only be booked a maximum of 5 days in advance. In exceptional circumstances e.g. End of Life, visits may be agreed in the evening or weekend strictly at the discretion of the Home Manager in discussion with the Regional Director.
4. Where possible, please walk or use your own transport to visit your loved one. Please whenever possible avoid using public transport.
5. If you use Public Transport, you must comply fully with the wearing of a Face Covering.
6. You will NOT be permitted to enter any part of the care home for any reason during your visit, this includes NO access to the toilet.
7. Where available, you may be asked to use an alternative entrance designated for family members only (this will be dependent on the home).
8. Before the visit you will be sent a copy of this Charter to digest, sign and return.
9. Visits will be limited to a maximum of once a week for each resident.
10. Your booked visit will last for approximately 20 minutes.
11. Where visits are taking place in the visitor's room or visitor pods and there is no entry to the home, 2 visitors will be permitted at a time (from the same household or support bubble). **Where there are changes in local or national government guidance this may be subject to change.**
12. In the case of an exceptional visit to the Residents own room this will be limited to one family member visiting each time to limit the number of different individuals coming into contact.
13. There will be hand sanitising gel in the visit area which you must use on arriving and leaving.
14. Social distancing principles must be applied – when in the garden you must be a physical distance of two metres (six feet) from residents and staff.
15. **ALL** Visitors will be **REQUIRED** to wear a **Face Covering** and you may be asked to wear additional personal protective equipment (PPE) including gloves based on individual risk assessment. **You must bring and wear your own Face Covering.**
16. When being escorted to the Visitors Room by a staff member you must wear the face covering until you are inside the room and the door closed, and again on exiting the room.
17. At this time, we will not be permitting visitors under 18 years-of-age.
18. Unfortunately, you will be unable to have conversations with staff at the time of your visit (this can be arranged over the phone post visit).
19. Visitors are asked not to bring any of their own personal items with them and not to share any personal items such as mobile phones.
20. If you wish to bring in a gift you will need to be advised that it will need to be something that can be easily cleaned by the care home to prevent cross-contamination. **This must be handed to the staff member on arrival and not given direct to the Resident.**
21. No physical contact of any type is allowed.

Unfortunately, due to some physical or mental health conditions, these visits will not be possible for some residents at this time, and the home manager will discuss this with you.

Please note anyone found to have not followed the conditions of visiting as set out above will be asked to leave the premises not be allowed any further visits to the home. These procedures are in place to ensure the safety of everyone – Residents, Staff and Visitors and must be strictly adhered to.

Thank you for your understanding

I have read and understand the charter and agree to comply with it	Name & Sign	Date of Sign
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