



NORMANHURST RESIDENTIAL HOME

## **Visiting Procedure / Protocol**

**Families and friends are encouraged to use virtual methods of communication for regular contact where possible during the pandemic to lessen social contact and possible spread of the virus.**



### **Onsite visits**

- Visits are currently being encouraged to be taken in one of the 3 areas of the home. (Resident's bedrooms, Covid-19 room and Garden area)
- Visitors must call the home prior to attending the home to book a time slot. This allows sufficient time between scheduled visits to prevent crossover of visitors and to enable appropriate cleaning to take place.
- Any visits within any enclosed spaces such as the Covid-19 room and Resident's bedrooms will require the use of full PPE.
- Currently 2 'named visitors' ONLY are permitted to visit for each resident in the Covid-19 Room or the Resident's bedrooms at any time. Another 2 visitors can visit using the garden area or through a window as long as 2 meters is maintained at all times.
- A maximum of one-hour visits are allowed. This is so we can include visits for as many residents as possible.
- Visitors are verbally screened for any symptoms and must have their temperature screened on arrival with the non-contact body temperature 'gun'.
- Visitors must use hand sanitiser gel upon entry at the gate or main entrance.
- Visitors must wear a face mask at all times, and dispose of it themselves after the visit.
- Visitors should keep physical interaction with the resident to a minimum, for example avoiding skin-to-skin contact and follow the latest social-distancing advice for as much of the visit as possible. (Holding hands is encouraged when full PPE is worn).
- If you wish to bring any gifts, this will need to be something that can be easily cleaned by the care home to prevent cross contamination. For example a box of chocolates that could be sanitised with wipes would be allowed.
- If by exception there is a visit due to end of life. Two visitor's will be permitted to enter the home at any one time with the following PPE - mask, apron, gloves.
- Normanhurst retains the right to cease visits in line with central Government and Local authority guidance. Or, if the above measures are not, or cannot practicably be adhered to.

***This procedure will be reviewed monthly or on the receipt or publication of new guidance or continued lockdown easing.***

**Date of last review: 22.04.2021**

JADE ABSOLOM Manager)

ADAM HEEROO (Director)