



## NORMANHURST RESIDENTIAL HOME

# **COVID-19 – Visiting Procedure – NOTICE**

- Families and friends are encouraged to use virtual methods of communication for regular contact. The home can offer the use of Whatsapp video calling, Team's video calling and skype as a means of virtual communication.
- Visitors are verbally screened for any symptoms and must have their temperature screened on arrival with the non-contact 'gun.' Proof for a recent LFT will be required before entry. If visitors are unable to show proof of a LFT Normanhurst will carry out a LFT and ask visitors to wait until a Negative result has been received.
- Every care home resident can have 'named visitors' who will be able to enter the care home for regular visits. There is no limit on the number of 'named visitors' that a single resident can have and no nationally set limit on the number who can visit in a single day however Normanhurst are politely asking 2 visitors a day to allow as many visits as possible for all residents.
- Visitors are encouraged to call the home prior to attending the home to book a time slot. This is to limit the amount of people in the home at one time reducing the risk.
- The use of PPE is to remain in place for all visitors. This will include masks, apron and Gloves. Visitors will need to dispose of the PPE after the visit.
- Named visitors and residents are advised to keep physical contact to a minimum (excluding essential care givers). Physical contact like handholding is acceptable if hand washing protocols and PPE is followed. Close personal contact such as hugging presents higher risks but will be safer if it is between people who are double vaccinated, without face-to-face contact, and there is brief contact only.
- Normanhurst can also continue to offer visits to friends or family members through arrangements such as outdoor visiting, the use of the Covid room, residents' bedrooms and window visits.
- Normanhurst will continue following infection control and health and safety guidelines and appropriate cleaning will continue to take place after visits.
- Visitors are verbally screened for any symptoms and must have their temperature screened on arrival with the non-contact 'gun.'
- Normanhurst retains the right to cease any visit if the above measures are not, or cannot practicably be adhered to.

*This procedure will be reviewed upon new Government Guidance*