Outdoor Visiting Protocol

Visits can only be made at pre-arranged times and these will be jointly agreed between you, our residents and the care home. This arrangement is in place to ensure we reduce the number of people visiting the home, especially in the garden area, at any one time, to protect our residents and staff.

Visits will take place in the outside area of the care home located at [insert location]. This reduces the risk of someone who is asymptomatic inadvertently bringing the virus into the care home. This is a critical safety measure to protect your loved one, the other residents and our staff.

Visits will initially be for a period of [no more than 30 minutes] [Note: The guidance does not stipulate a maximum time period for visits – this would be the care home’s decision to implement and adjust as necessary – delete once read]. We would ask for your co-operation in following this limit as this allows us time to implement infection prevention and control processes to clean the visitor area, thereby enabling other visitors to visit their loved ones safely.

**Action to be taken**

1. You will be asked to clean/rub your hands with alcohol-based gel, which will be provided.
2. You will be asked to sign that you have read this visiting protocol and completed the accompanying health proforma. You will again be asked to clean/rub your hands with the alcohol gel at the reception desk.
3. You will be asked to bring a face covering with you. If you don’t have one, a mask will be supplied by [insert]. If you are supplied a mask, they are all single-use items and must be disposed of in the bin provided. In some instances, you may be asked to put on other personal protective equipment (PPE). Staff will be on hand to show you how to put on any PPE correctly, thereby reducing any infection risk.
4. You are asked to maintain as much distance as possible between you and your loved one and staff. We fully understand that this is difficult for both you and your loved one. However, it is a critical protective factor for you both, our staff and the wider community.
5. You are asked not to bring in food parcels, flowers, helium balloons and the like. You will need to discuss with our staff any gifts you wish to bring with you on your visit. The gift 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. This approach is to reduce the opportunity for the virus to be carried into the care home and passed unknowingly to your loved one.
6. Staff will show you how to remove PPE safely. You must dispose of the PPE in the bin provided and perform hand hygiene immediately on removal.
7. As you leave the outside area, please use the alcohol-based gel provided to clean/rub your hands.

**Things to consider**

While many of you will have used technology to keep in touch with your loved one, they haven’t seen you face to face for a number of weeks. It will take time for them, and you, to adjust to the new requirements, e.g. maintaining as much distance as possible. Please encourage and support your loved one that this is for their safety.

Your loved one may have changed physical and mentally and it will take time for you both to adjust. Please feel free to discuss any concerns about this with staff. We are here to support you and your loved one.