

Visiting FAQs

1. How do I arrange a visit to my loved one?

All visits must be pre-booked with the reception of the relevant home. This is essential to helping us keep everyone safe and ensure visits run smoothly and safely. Visits are booked in 30 minutes slots, though it may be more or less depending on the individual circumstances. Please only attend the home if you have an appointment.

The direct telephone number for each of our homes can be found in the 'Get in touch' section of each home's page on our website.

2. Where will the visit take place?

Now with colder weather, each home has identified an internal space where visits can take place. Subject to local circumstances, indoor visiting is available from the start of October.

All visits will be arranged to ensure social distancing is maintained to reduce the risk of transmission. Staff will be available during the visit to advise on infection control measures.

3. What will happen when I arrive at the care home?

You'll still receive your usual warm welcome, just with a few extra steps! Please report to reception via the main entrance on your arrival – the doors will be closed, so please use the buzzer/intercom and a member of staff will come out to greet you. You will be asked a series of health questions by our visiting co-ordinator and you will also be asked to fill out a form to assist our Public Health colleagues with Track and Trace, should there be a need to contact you.

Please also follow all guidance around hand hygiene, including the use of hand sanitiser, and to observe social distancing of 2m+ around the home, including during your visit with your loved one. We know this is difficult, and we really appreciate your co-operation on this as it is vital to keeping your loved ones, other residents and our staff safe.

You will be shown to the visiting room using the external access point which you will use for entrance and exit.

4. What if I am feeling unwell?

If you are feeling unwell in any way, please do not visit. Please call the home to cancel your visit. You can reschedule when you are feeling well again and free of any symptoms.

Visitors must always be free of any Covid-19 symptoms. The main symptoms include a temperature above 37.8 degrees; a new or persistent cough, or a loss or change in sense of taste or smell.

5. How many people can visit?

Indoor visits are restricted to two consistent visitors. We understand that this is difficult for some families, and we appreciate your co-operation as we adhere to this restriction in the government guidelines.

6. What do I need to bring with me?

Please bring a face mask with you. This must be worn at all times whilst you are in the home, including when you first enter the building and as you are leaving.

Please also bring a mobile phone with you. This may be useful if you need to communicate with a member of staff during or at the end of your visit. This helps us minimise movement around the home.

7. Can I bring my loved one a gift?

We understand that you might want to bring your loved one a gift but we politely ask you to refrain from doing so. We ask you to not to bring in gifts such as food parcels, flowers, helium balloons etc. to enable us to reduce the opportunity for the virus to be carried into the care home and being passed unknowingly to your loved one.

If your loved one is living with dementia, it may be possible to bring an object that will remind them of the connection between the two of you. We ask that this is something that can be easily sanitised, such as a laminated photograph.

Thank you for your continued understanding and support around our visiting guidance. We appreciate these are difficult times for you, but please be reassured that we are doing everything we can to keep your loved one and all of our residents safe.

If you have any questions, please don't hesitate to get in touch with the relevant home.