Ifield Park Care Homes Visiting Plan – phase 1

Ellwood Place Dementia Residential Home

How to arrange a visit	Please call Tara/Jenny on 01293 594206 or SCO on duty 01293 594 203	• Please call at least 24 hours before your intended visit. • Appointment time slots will be awarded on a first come first served basis • Admission will only be granted with a confirmed appointment • We regret that anyone turning up without an appointment will be refused entry
Who can visit	Maximum two family members at a time	• Sorry we cannot accept children under 10 years old at this time. • We (SCO on duty) will take your temperature immediately upon arrival. If it exceeds 37.5 degrees you will be unable to visit • Please do not visit if you are in any way unwell.
Visit duration	One hour (55 mins to allow for sanitation)	• Anyone overstaying will be asked to leave
Frequency	Once a week	• This enables all family members to have an opportunity to visit
When	Weekdays only initially	• We need to ensure that there are sufficient senior staff on duty to manage the visit safely and sanitise between visits. Initially this will not include weekends
Where visit held	July initially in the garden – designated space ONLY. Later on (probably August) we have allocated our new conservatory room for the visit. Please enter via the garden rather than through the Home.	• Visitors will not be able to access the home. • Use call bell in room if there is a problem and you need help (doors to main lounge will be kept closed at all times) a pendant alarm will be provided in the garden.

		• Please sanitise your hands on arrival and departure. Gel is provided. • There will be no available toilet facilities in the building during your visit. However the toilet at the rear entrance to Hoyland House may be open. • We regret we cannot provide hot drinks during your visit. Water and disposable cups will be available.
PPE Precautions	Visitors must supply and wear a face mask Gloves are not required but hands must be sanitised by ALL visitors	• Visiting space will be sanitised between visits.
Sanitising visit area	Staff will sanitise the visit room in between visitors. Please allow us sufficient time to do this at the end of your visit.	• We will sanitise the space/room, furniture, door handles, call bell etc with a suitable product.
Physical contact	We regret that at the present time you will not be able to hug your loved one or hold their hand. Please respect the 2m social distance expectations.	• We regret you will be unable to take your relative anywhere other than the garden if the weather is good enough, as we cannot maintain the safety of the residents elsewhere at the present time. • Please keep well away from others who may be using the garden at the same time. • During July if the weather is bad we regret we will be unable to host your visit and will call you to cancel.

We hope that you understand and appreciate the measures we are taking to keep you and your loved ones safe during a visit. We respectfully advise you that anyone not following these guidelines will be asked to leave and may not be afforded another visit opportunity. These guidelines will be regularly reviewed based on emerging Government guidance and may be revoked or amended at any time. If an outbreak of the virus is suspected the home will once again close to visitors.

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Authors: Jo Stovold CEO Tara Burgess Registered Home Manager

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