

## Reinstating Visits at Residential Services

We would like to thank you for your support during the coronavirus outbreak. We appreciate that the limits on family visits have been necessary but also very difficult for both residents and family members.

With the latest announcement from the government, Phoenix Futures have taken steps to reinstate visits to our Residential Services, with certain actions required to ensure these are done in a safe manner.

Any visits will need be held within our external grounds, with staff present. This will allow us to monitor social distancing and appropriate use of Personal Protection Equipment (PPE). All visits will be communicated to the Head of House for the approval of the visit before being agreed with the resident and any potential visitors.

The government guidance states that – *“Compliance with the Health Protection (Coronavirus, Restrictions) (England) Regulations 2020. That will mean from Monday that visits can be in the grounds of care homes but must be outdoors. Likewise, there should be no more than 6 people meeting together at a time, maintaining a minimum distance of 2 meters from those outside their own household.”*

As such, we will be starting to arrange visits from **Saturday 20<sup>th</sup> June 2020** onwards.

At this time, we are unable to facilitate “in-house” visits at the service, to maintain the safety of all residents and staff (until further changes to the guidance). We will update you on changes to this, based on local and government policy changes and we will continually review this position.

All visits will be staggered to allow as many residents to have visits over the week, whilst still ensuring we can have social distancing measures in place.

For everyone’s safety, **we will ensure that the following measures are in place -**

- Visiting environment is prepared.
- Visit times will be staggered to ensure social distancing is maintained, and that there are sufficient staff available to facilitate meetings.
- Duration of visit time set and agreed.
- Cleaning the environment before and after each visit.
- Use of PPE by staff and visitors.
- Planning for each resident, including risk assessments. Assessments should cover how the resident can safely access and meet visitors in the environment, and managing any particular challenges around ensuring that social distancing is maintained throughout the visits.

To facilitate safe visits, we will ask all residents, loved ones and families to adhere to these 10 conditions:

1. On arrival you will be asked to wait outside our main entrance, so that staff can meet you and **take your temperature** via non-contact thermometers. We endeavour to make this as quick and stress free as possible. For the protection of everyone if any visitors have symptoms of covid-19 including a temperature over 37, unfortunately, we will not be able to facilitate a visit on that day. We will seek to rearrange at a more appropriate time.
2. We will give you an agreed allocated time to attend the service and ask you to **ensure you arrive on time**. If you are running late, please inform us. This is to avoid other households mixing, so we can keep social distancing measures in place. If you are late to your allocated slot, we will do our best to facilitate a full visit, but your time slot may be reduced, depending on the situation. We appreciate your understanding of this.
3. We ask that you **only travel with one household** to the service, so no mixed families to travel together for visits. Separate visits can be arranged, if required, at another time.
4. Visits will need to be conducted in outside areas and we ask that you **adhere to the 2m social distancing** throughout the visit time.
5. We will supply Personal Protection Equipment i.e. **face masks which must be worn** for the period of the visit.
6. **A maximum of 2 adults along with children** will be allowed to visit, we appreciate it is difficult but it is important for safety of everyone that children adhere to social distancing.
7. We will ask that **the resident doesn't enter a car or leave the grounds** at any time during the visit.
8. **All visits could be cancelled** at short notice, if we have an outbreak within the service, unfortunately we will need to cancel any booked visits until further notice
9. We will ask that all visitors **declare any symptoms** or exposure to anyone with symptoms in the preceding 14 days, so visits can be arranged when it is safe to do so.
10. We ask that **those with underlying health conditions, consider not visiting** for their own health and safety to the service. We take no responsibility in the health of those that choose to visit against any government or medical advice, however, we reserve the right to refuse visits, if we feel it's unsafe to do so based on the health risk.

We thank you for your understanding. Working together, we hope to be able to welcome you to visit in safe manner. If you have any queries please do not hesitate to contact the respective Head of House for your service.

**Dave Potts**  
**Head of Residentials**