



## Ifield Park Care Homes Visiting Plan – February 2022

How to arrange a visit	<p>Please call SCO on Duty</p> <p>Woodroffe Benton and Goodwin Court 01293 594207</p>	<ul style="list-style-type: none"> <li>• Please call with as much notice as possible of your intended visit as next day appointments may not be available.</li> <li>• Appointment time slots will be awarded on a first come first served basis</li> <li>• Admission will only be granted with a confirmed appointment</li> <li>• We regret that anyone turning up without an appointment will be refused entry</li> </ul>
Who can visit	<p>A maximum of two family/friends can visit at one time.</p> <p>Sorry we cannot accept children under 10 years old at this time.</p>	<ul style="list-style-type: none"> <li>• We will take your temperature upon arrival. If it exceeds 37.5 degrees, you will be unable to visit</li> <li>• A registered negative lateral flow test on day of visit, is required, please arrive at least 30 minutes before your booked visit to allow for the test to be processed here or bring evidence of the test being conducted prior to visit.</li> <li>• Please do not visit if you are in any way unwell.</li> </ul>
Visit duration	One hour maximum	<ul style="list-style-type: none"> <li>• Anyone overstaying will be asked to leave</li> </ul>
Frequency	Once a week	<ul style="list-style-type: none"> <li>• This enables all family members to have an opportunity to visit</li> </ul>
When	Any day	<ul style="list-style-type: none"> <li>• We need to ensure that there are sufficient senior staff on duty to manage the visit safely.</li> </ul>
Where visit held	<p>Visits will be held in Residents own room or in the designated visiting room.</p> <p>The option of an external visit in the grounds of Ifield Park is also available.</p>	<ul style="list-style-type: none"> <li>• The resident will be brought to the visiting area by staff.</li> <li>• Please sanitise hands on arrival and departure. A sanitation station will be provided</li> </ul> <p>If you wish to take your relative off site, this must be agreed prior to visit, on booking and only after a risk assessment has been completed.</p>
In the event of urgent attention		<ul style="list-style-type: none"> <li>• Use call bell in lift or in room if there is a problem and you need urgent assistance, if visit is to take place in the garden a pendant alarm will be provided.</li> </ul>

Facilities provided for Visitors		<ul style="list-style-type: none"> <li>• We regret that there will not be toilet facilities available during your visit within the home. However, the toilet just inside the rear door of Hoyland House may be open. Please follow directions for sanitising after use.</li> <li>• We regret that we are unable to offer drinks to visitors at this time</li> </ul>
Bed bound Residents	Arrangements for bed bound residents will differ in timeslots and must be discussed and agreed when making the booking as differing measures apply	<ul style="list-style-type: none"> <li>• Visitors to bed bound residents may need to wear mask, gloves, and apron to protect the residents and staff within the home. This will be individually agreed at the time of making the appointment</li> </ul>
PPE Precautions	Visitors must supply and wear a face mask and gloves are not required but hands must be sanitised by ALL visitors before your visit	<ul style="list-style-type: none"> <li>• Visiting space will be sanitised between visits.</li> </ul>
Sanitising visit area	Staff will sanitise the visit area in between visitors. Please do leave the area promptly at the end of your visit to allow us sufficient time to do this.	<ul style="list-style-type: none"> <li>• We will sanitise the provided seating, door handles, call bell etc with a suitable product.</li> </ul>
Physical contact	Physical contact is allowed, as long as correct PPE is in use, the room is well ventilated and hand washing before visits is adhered to.	<ul style="list-style-type: none"> <li>• We regret you will be unable to take your relative anywhere other than the agreed visit area of garden if the weather is good enough, as we cannot maintain the safety of the residents elsewhere at the present time.</li> <li>• Please keep well away from others who are present in IPCH gardens at the same time.</li> </ul>

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 recognise the high level of vulnerability and medical needs of this resident group and 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.

Date: 24<sup>th</sup> December 2021

Authors: Nick Callaghan CEO /Tara Burgess Home Manager

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