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Dignified Senior Living

16 November 2020 Our Ref: BRG-13

RE: CORONA VIRUS UPDATE (BULLETIN NO.13)
FAMILY VISITS RESUME– CHANGES TO VISITING POLICY

We are pleased to announce the resumption of family visits with effect from Monday, 16th November. All such visits will be limited in scope and will be subject to restrictions.

Indoor visits to resume in our dedicated visitor centre

We listened to the views of our residents and family members and felt it is important to resume family visits in a safer and conducive environment. We are still reluctant to permit visitors into the home, except in special circumstances, due to a high prevalence of Covid-19 cases in the community.

We had to come up with a suitable weatherproofed building in the garden with heating, lighting and ventilation quickly without having to wait for planning consent. This now enables us to safely resume family visits during the autumn/winter months. This in effect gives all comfort of "indoor visit" but outdoors.

What are the restrictions?

All visits will be strictly by appointment and have to be booked either on-line or by telephone 029-2040 8005. Visitors will need to undergo our risk assessment and comply with our safety procedures:

-*Complete a health check questionnaire in advance and re confirm on arrival*

-*Undertake temperature check and wear facial masks and other personal protection equipment (PPE) as required*

-*Time limited to 30 minutes, ideally one visitor, or maximum two visitors from the same household, per resident at a time.*

-*Children are not permitted to visit at present*

-*Initially one visit per week and a total of two visits per resident from different members of the family in order to safely and fairly manage the visits.*

-*Visits to take place Monday to Friday (11AM-3PM) due to operational reasons. Exceptions made in extenuating circumstances to permit weekend visits.*

-*Visitors expected to arrive with face coverings but will be required to wear surgical masks (supplied) on entry and remove on exit. Must use hand sanitiser on entry and exit.*

What can go wrong?

Visits by family and friends will be suspended when one or more of the following conditions prevail:

1) Imposition of nationwide or local lockdown by the Welsh Government;
2) Decision or recommendation by the local Incident Management Team (IMT) coordinated by statutory agencies to suspend care home visits;
3) When a Covid-19 or other infectious disease outbreak occurs in the home;
4) Decision made by the Responsible Individual of the home based on emerging evidence and rigorous risk assessment to protect residents and staff and to prevent/ minimise risk of an outbreak.

What are the exceptions to visiting rules?

Our strict rules are modified to permit indoor visit to take place in a resident's bedroom during end of life care. Such exceptions will made on a case by case basis by the home's manager and the visitors will be given full PPE and expected to comply with our safety procedures.

COVID-19 STATUS & TESTING

We continue to be free of any Covid-19 cases but we cannot afford to be complacent. Our staff are tested routinely **every week**. We have installed infra-red temperature sensors both at the front door and staff entrance and everyone entering the building is required to scan their body temperature. If any staff or resident is symptomatic they will be tested immediately. Symptomatic staff will be asked to self-isolate at their home and the resident, if symptomatic, will be isolated for up to 14 days.

COVID-19 TEST FOR VISITORS

We are currently exploring the possibility of offering rapid testing of our visitors to further protect our residents and staff. Further details to follow.

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Responsible Individual
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USEFUL INFORMATION

KNOWN COVID SYMPTOMS: Please refrain from visiting and cancel your appointment if you develop a high temperature (37.8°C or above), a cough, as well as for softer signs such as shortness of breath, loss of appetite and/or sense of smell, confusion, diarrhoea or vomiting. You should contact your GP or dial 111. In emergency, dial 999.

TELEPHONE CONTACT: If phoning to speak with your relative or friend, please telephone during off peak times which are between 10am-12pm and 2.00pm and 4pm. Please feel free to call a member of our staff on 029-2-40 8010 for an update on the resident's well-being and progress during 10.30 am-11.30 am and 2.30pm and 3.30pm.

VISITING QUERIES: Please book on line or call 029-2040 8000 (Option 5)

APPOINTMENT FOR VIDEO CALLS WITH RESIDENT : Please e-mail or telephone the manager or person in charge in advance to book a time slot during off peak times (10.30 am-11.30 am and 2.30pm and 3.30pm). We will initiate Skype calls or Zoom meetings at the appointed time. If you require technical advice or support in setting up the Skype video call or Zoom meeting please contact me and I will be happy to advise best option to suit.

DELIVERING PARCELS: If you wish to deliver personal items such as toiletries non-perishable food (biscuits, chocolates etc.) please place it in the green receptacle next to admin office in a sealed and labelled plastic bag and telephone the admin office (if during office hours 9 am to 2 pm Monday – Friday) or if outside these hours phone the care home to advice of your delivery so that it can be retrieved and delivered to you relative or friend soon after receipt. ***Flowers are not accepted.***

Manager: 029-2040 8010 Option (Option 3) **E:** manager@brightsidemanor.org.uk	***Admin***: 029-2040 8000(Option 5) **E:** wendy@navagroup.com