



Isobel Fraser
Care Home
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Visiting Protocol

As you know we have been closed to all but essential visitors since mid-March. Thank you for your support in not visiting during this period, we know this has been a very difficult, but critical ask of you and your cooperation has been very much appreciated.

As we begin to support controlled and time-limited visiting to the care home, your continued support in protecting not only our residents and staff, but also you as visitors and the wider community, is equally as important.

Visits can only be made at pre-arranged through Michelle, these will be jointly agreed between you, our residents and the care home. This arrangement is in place to ensure we reduce the number of people visiting the home, especially in the garden area, at any one time, to protect our residents and staff.

Visits will take place in the secure garden at the right side. This reduces risk of someone who is asymptomatic inadvertently bringing the virus into the care home. This is a critical safety measure to protect your loved one, the other residents and our staff. Visitors will not be allowed access into the house at any point.

Visits will initially be for a period of no more than 30 minutes duration and are weather dependent. We would ask for your co-operation in following this limit as this allows us time to implement infection prevention and control processes to clean the visitor area thereby enabling other visitors to visit their loved ones safely.

Action to be taken

- 1) You will be asked, to clean/rub your hands with alcohol-based gel, which will be provided.
- 2) You will be asked to sign that you have read this visiting protocol and completed the accompanying health pro-forma. You will again be asked clean/rub your hands with the alcohol gel at the back door.
- 3) You will be asked to bring a face covering with you. If you don't have one, a mask will be supplied. If you are supplied a mask they are all single used items and must be disposed of in the bin provided. In some instances you may be asked to put on a Personal Protective Equipment (PPE). Staff will be on hand to show you how to put any PPE on and more importantly how to take them off safely, thereby reducing any infection risk.
- 4) You are asked to maintain a two-metre distance between you and your loved one. We fully understand this is difficult for both you and your loved one. However, it is a critical protective factor for you both, our staff and the wider community.
- 5) You are asked not to bring in food parcels, flowers, helium balloons and the like. This approach is to reduce the opportunity for the virus to be carried into the care home and being passed unknowingly to your loved one.
- 6) Staff will show you how to remove PPE safely. You must dispose of the PPE in the bin provided and perform hand hygiene immediately on removal.
- 7) As you leave the garden area, please use the alcohol-based gel provided to clean/rub your hands.



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Things to consider

While many of you will have used technology to keep in touch with your loved one, they haven't seen your face to face for a number of weeks. It will take time for them, and you, to adjust to the new requirements e.g. keeping a two-metre distance. Please encourage and support your loved one that this is for their safety.

Your loved one may have changed physical and mentally and it will take time for you both to adjust. Please feel free to discuss any concerns about this with staff. We are here to support you and your loved one.

Future Focus

At all times we will follow Scottish Government guidelines related to visiting. Initially the guidelines permit each resident to have one Designated Visitor per week, in the garden area of the care home. This is a precautionary approach with the principle of protecting your loved one at its core.

Should these guidelines change we will implement them. This could include:

- 1) Cessation of visiting if there is a spike in the virus or an outbreak in the care home.
- 2) Extending number of visitors or length of time, if we continue to see a reduction in the virus 'R' number.

We will keep you informed of each change as it occurs and how it impacts on our residents and on you as a family member.

Thank you for your understanding.

Victoria