

Barchester Healthcare's Visiting Rules and Procedures for Outdoor Visiting in our Care Homes in England

Please support us in ensuring that these visits keep both you and your loved one safe and protected by following the stringent processes in place. We would ask that everyone adheres to the following terms and conditions which form the conditions of our code of conduct:-

- Do not visit if you are currently self-isolating, have tested positive or experienced symptoms of Covid-19 in the past 14 days
- Up to two visitors per resident/patient
- No face covering is required for an outdoor visit for visitors or residents
- Only those able to comply with social distancing should attend the visit
- Allow us to take your temperature, if this is higher than 37.8 degrees, you will not be permitted entry
- Use the anti-viral gel which will be provided on arrival
- Please comply with government guidance at all times including social distancing, we will place the seating apart to assist you in adhering to these rules, please do not move furniture
- Any items brought along for your loved one to be taken by the home team on entry, please do not pass over packages etc.
- 5 minutes before your visit time please stand near the entrance to the designated area at a safe social distance from any other visitors. You be escorted by a member of staff to the designated visiting area

Accessing the home and designated visiting area during visiting times

As the inside facilities aren't accessible we are sorry to say we cannot provide you with refreshments or access to the toilet at this time – we hope to be able to do this again in the future. Visits are set to 30 minutes, unfortunately if you are late to a visit we will ask that you leave at the end of your original time slot. Personal Protective Equipment is not provided as standard and maintaining social distancing is of paramount importance. Your visit will be supported and supervised by a team member at all times.

During visiting times we will be ensuring no other residents access the designated visiting area.

Cancellation / restriction of visits

The above terms and conditions for visiting form the conditions of our code of conduct and must be adhered to at all times. Any failure to comply with the measures listed i.e. a breach of social distancing may unfortunately result in your loved one being isolated for safety reasons in their room for 14 days and visiting during this time will not be possible.

If anything changes at the home, and visiting has been restricted due to government or public health advice, visiting will not be permitted until further notice and we will do our best to contact you in advance if possible, although as indicated above, outdoor visits may be withdrawn without notice in an emergency.