

## **Barchester Healthcare's visiting rules and procedures for visiting our care homes and hospitals 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 are permitted per resident as standard
- No face covering is required for visiting for visitors or residents
- 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 provided on arrival
- Please comply with government guidance at all times including social distancing

### **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and we will do our best to contact you in advance if possible, although as indicated above, outdoor visits may be withdrawn without notice in an emergency.