

Visiting Guidance – March 2022

To All Families and Carers

Following the recent Government update on guidance on care home visiting we have made further updates to our Visiting Policy for both Waters Edge and Lakeview Care Homes. Our current policy falls in line with the latest formal written guidance for safe visiting, which allows general visiting through booked appointments, in addition to Essential Care Givers, and End of Life care we are so pleased to continue regular visiting.

All visitors will need to continue to follow the important steps we have in place to ensure everyone is kept safe, these are set out in our Visiting Policy and includes the following:

- All visits are strictly arranged by appointment only, with the agreement to any visit ultimately being determined by each home's Registered Manager.
- All visitors will need to take a rapid Covid test using a Lateral Flow Device ("LFD"), this will take place in our dedicated on site Visitors Testing Suite. Our team will be available to assist you. If the test is negative the visit can go ahead.
- Our Covid Testing team are also assisting many Visitors who are completing LFD tests at home prior to attending site. If the test is negative the visit can go ahead.
- All visitors will need to wear Personal Protective Equipment (PPE) which will be explained to you by our Covid testing team and is available throughout our services.

Although at the last announcement from the Government all restrictions have now been lifted on visiting Care Homes, the actual Government guidance reflects the key steps outlined above.

Importantly we do need to remind everyone that in the event of a home or service being subject to a Covid outbreak then general Visiting arrangements will be suspended and we are required to follow the directions of Public Health England until the outbreak is over.

As ever we would like to thank you for your continued patience and understanding and look forward to welcoming you to The Lakes.

Thank you

Mark Tomalin, Chief Executive Officer