**26th March 2021**

**Guidance for Visitors**

The guidance that we must follow is set out and determined by the Government and Public Health England.

The opportunity for Face-to-face visiting will commence on Friday 26th March.

Face to face visits will run alongside pod visiting.

Face to face visits can be booked in the same manner as pod visits through the booking phone line

We will be using the same number for mornings and afternoons from the 19th March.

Please ring this number **07518104943** to make a booking.

Booking lines are open as follows:

* Monday **10am-12pm** and **2pm – 4pm**
* Wednesday **10am – 12pm**
* Friday **10am – 12pm**

If you are requesting a face-to-face visit, please have your car registration ready when making your booking.

**Face to face visits will require a lateral flow swab (LFT) test at every visit.**

Two regular named visitors per resident are allowed as per government guidelines, this means one regular face-to-face visitor per resident and one regular pod visitor per resident.

**If arriving on foot or via taxi,** please make sure we are aware of this prior to your visit. When you arrive approach the main garden gate and await guidance from a member of the Covid support team. The team will be based in the Summer House.

**All** visits will remain 30 minutes long.

Visits for end-of-life care will remain the same and arranged with the unit.

You will continue to come to the main reception and your LFT will be carried out inside the entrance area.

**Procedures for a face-to-face visit**

Visitor to **arrive 45 minutes prior to scheduled face to face visit.**

Visitor to park in the spaces to the right of the disabled bays, directly outside the garden gate in the top car park.

A Covid support team member will approach your vehicle on arrival and give you the LFT swab for you to complete your own covid test. (Full guidance will be given)

You will be asked to complete the Visitor Declaration form and Visitor LFT Registration form.

On the LFT form you will leave the time of test and URN number blank. If you want to complete these forms in advance this would be most useful.

**Your test will take 30 minutes to process. You will be asked to move your car to a space in the middle car park and remain in your car and wait for a text message which will state your result. You will also receive an NHS text with your test result.**

If this is negative, you will then make your way directly to the visit for the scheduled visit time.

**IF your test is positive you will need to leave the premises immediately, go home and self-isolate and complete a PCR test which will be provided to you before you leave. This can be returned through a courier or through a Royal Mail priority post box.**

**If your PCR test comes back positive your household must self-isolate in line with government guidance**  <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

**If you have recently tested positive for Covid-19 and have recovered and are out of your isolation period, you must make us aware before the visit.**

If you are visiting Beach House or using the coffee shop area a staff member will direct you and allow you in through the garden gate.

For face-to-face visits you will be required to wear a face mask and apron, these will be given to you on arrival. Hand gel will be provided in your visit area.

Outside of your visit please ensure you maintain a 2 metres social distance from any other persons whilst on site and keep your face mask on.

**Whilst rapid testing can reduce the risks around visiting, it does not completely remove the risk of infection, good hand hygiene and social distancing remain of utmost importance.**

**Visitors are advised to keep physical contact to a minimum. You may wish to hold hands but should bear in mind that any contact increases the risk of transmission. Close physical contact should be avoided.**

**Visiting areas:**

* Willow garden pod – Face to face or POD
* Beach House breakout area (on the unit)– Face to face
* Activity Centre – Face to face or window
* Coffee Shop – Face to face
* Library – Face to face or POD
* Balcombe Hall – POD
* Purple Room Eventhall House– Face to face

Visits will be between 10am-12pm and 2pm-4pm in the allocated slots.

Instructions on visiting location, directions and guidance will be provided at the time of booking your visit.

We kindly ask that you do not enter the building at any point other than the visiting points you have been allocated.

We also ask that if you would like to bring any gifts or supplies with you to your POD visit, please leave these at the Eventhall House reception.

***Whilst it is not a condition of visiting that you should have been vaccinated, it is strongly recommended that all visitors and residents take up the opportunity to be vaccinated when they are invited to do so through the National Programme.***

We will regularly update these instructions as the guidelines change.

We recognise that implementing all the Government and PHE guidelines is going to be complex and labour intensive for all concerned. As with every new system there will be teething problems and we will endeavour to learn, adapt, and improve as we go along. We need your support, patience and understanding with this.

Our aim is to enjoy a summer with no restrictions and a return to village life.

**Mark Cunningham**

**Chief Executive**