**Our Visiting Policy**

We understand the importance that visitors have in the lives of the people who live at Ashmere Derbyshire. We intend to enable safe visiting and follow government and local guidance to achieve this

Protecting the people who live and work at Ashmere Derbyshire is critical. We will refuse entry to Ashmere Derbyshire to anyone who has COVID-19 or its symptoms or who has been in contact with someone with suspected or confirmed COVID-19

The decision to open to visitors at Ashmere Derbyshire has been made in agreement with the Senior Management at Ashmere Derbyshire, the Public Health England Health Protection Team and the Clinical Commissioning Group. This decision is based on a risk assessment, the transmission of the virus within the community and within the home

In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within Ashmere Derbyshire, visitor restrictions may need to be immediately implemented which suspend some of these ways of re-opening Ashmere Derbyshire safely. It may include the exclusion of any non– essential visitors. This will be implemented in a transparent manner with open and clear communication to Service Users and relevant family members. We will not take this decision without carefully considering the impact on Service Users, their families and friends

Ashmere Derbyshire will review frequently how it enables visits in person to Ashmere Derbyshire as COVID-19 risks change within the local community

We will support visitors with lateral flow tests that will enable face-to-face visiting again

We will follow government guidance on what is allowed in relation to Service User visiting

**Responsibilities of Ashmere Derbyshire**

* We are responsible for ensuring that we support our Service Users to meet with family and friends if they wish and that staff have the ability to support this. This support includes having written policies and procedures so that all staff understand what they need to do
* We will identify other ways to connect with friends and family when face-to-face visits are not possible. We will use technology such as video conference or telephone calls to compensate for limited visits
* We will ensure that we are open and transparent and we will keep family members informed about their own relative’s COVID-19 status (suspected or confirmed) where their relative has provided consent or a best interest decision has been made
* Where the Service User has an appointed power of attorney, relevant person’s representative or another formal role, they will be informed of any changes in health including COVID-19
* We will provide timely and regular updates to Service Users and their nominated individuals on the impact of COVID-19 in Ashmere Derbyshire and on visiting
* If we have an outbreak of COVID-19 in the home, we will inform Service Users and will support them to communicate this to relatives and friends where required

**Visitor Responsibilities**

**We request that you follow this Visitor Code and that you:**

* Do not visit when you are unwell or displaying any signs of a cold/flu, respiratory or COVID-19 symptoms
* Do not travel from a higher risk area to visit.
* Respond truthfully to COVID-19 screening questions asked by staff at Ashmere Derbyshire
* Agree to temperature checks before coming into Ashmere Derbyshire where required
* Agree to visitor testing upon arrival at Ashmere Derbyshire
* Treat all staff with respect and courtesy and follow their instructions
* Contact Ashmere Derbyshire before visiting, to agree a mutually convenient time
* Follow social distancing requirements as well as infection and prevention control measures such as washing hands, use of visiting windows or visiting in designated areas as directed by staff
* Do not bring children under 16 on visits
* Avoid travelling to Ashmere Derbyshire on public transport wherever possible, walk or cycle where you can
* Any gifts are handed to a member of our staff to enable them to be wiped/disinfected before your loved one receives them.
* Wear Personal Protective Equipment in line with the guidance provided by Ashmere Derbyshire
* Respect the request that a single named visitor will be able to enter Ashmere Derbyshire for regular visits.