**Visitor Information**

The social distancing measures have been described as one of the biggest collective sacrifices since World War 2. It is hard. It is hard for our staff, we know it is hard for you and it is especially hard for your loved ones not to be able to be with you in the usual way.

Closing our doors to visitors has been one of the most difficult decisions we have had to make and we understand the impact that this has on you and the people who live here.

We closed our doors to all visitors again on the 8th January any visitors, such as visiting health professionals, only enter the home if it is necessary and if they have followed strict infection control procedures. This includes wearing the correct personal protective equipment and of course, making sure that good hand hygiene is always followed.

* We want to assure you that we are following the correct procedures to make sure we protect our Service Users and our staff. We are keeping up to date with all the guidance and are making sure that our staff know how to use the correct equipment
* Any staff with symptoms or staff who have been in contact with anyone with COVID-19 are not coming to work and are following the Government guidance on self-isolation
* We are monitoring all Service Users for symptoms with regular testing and symptom screening. We understand that not everyone will have the same symptoms of a persistent/new cough and temperature or loss of smell and taste and our staff understand the need to look for other symptoms and act immediately
* Where we have concerns, we act immediately.

Our priority has always been the safety and wellbeing of the people we care for.

The decision to re-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

**When you Visit**

* We will ask your loved one to agree who is the named single visitor, or if this is not possible discuss this directly with you which will be recorded.
* We will ask you to book an appointment in advance
* We will ask you to carry out a Lateral Flow Test on arrival at the home for indoor visits
* You will be required to wear PPE
* You will be required to answer questions about your health in relation to COVID symptoms and we will refuse entry if you have any COVID symptoms or you return a positive test
* We will ask you to respect the rules we have in relation to visiting to keep everyone safe
* We will strongly advise you to avoid hugging your loved one in line with national guidance as close contact can increase the risks of the virus transmitting
* Other types of visits may be possible (please see the list below)

If you are not a named visitor other types of visits may occur in a **number of ways**:

### **Window visits:** This will need safe ground floor window access for both residents and their visitors and the relevant social distancing and PPE measures will need to be observed

* **Designated Visiting Pods:** Ashmere are working hard to provide all homes with dedicated visiting pods, to enable more visits to people who are not the nominated visitor. These will need to be pre booked with the home and the relevant social distancing guidelines and PPE measures will need to be observed

Thank you for all your support and if you do have any concerns or want to talk to us about anything, please speak to the Home Manager