



Visiting Guidance – April 2021

To All Families and Carers

Following the Government announcement that from 8th March, Service Users will be allowed to have one indoor visitor, we have updated our Visiting Policy for both Waters Edge and Lakeview Care Home. This Policy is available for your review from your Care Home Manager.

Within this guidance we have set out how we will support a Single Named Visitor for each Service User and, in some instances, we will also agree the nomination of an Essential Care Giver.

All visits will need to be confirmed by appointment only, with the agreement to any visit ultimately being determined by each home's Registered Manager.

Our requirements in relation to Lateral Flow Device ("LFD") testing and Personal Protective Equipment ("PPE") are set out in our Visitor Policy, which also includes our Responsible Visitors Code. We have set up a Covid Testing Suite on site and you will be directed to attend there to complete your LFD tests prior to entering any of our receptions. This team will also assist you with how to wear your PPE.

We are delighted that we have been able to resume visiting at both Waters Edge and Lakeview. It has been a challenging time for all our Service Users and staff and to be able to reunite families has been something we have always been heavily committed to. We would like to thank you for your patience and understanding and look forward to welcoming you back to the Lakes.

Thank you

Mark Tomalin
Chief Executive Officer