

Visiting Guidance – May 2021

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 for up to two named visitors, in addition to Essential Care Givers, and we are so pleased to be able to see regular visiting resuming.

All named visitors will need to follow important steps 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.
- 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.

We are thrilled that so many visitors have been reunited with their loved ones and we are keeping a close eye on any further formal updates from the Government on visiting. From Monday 17th May it is likely that the number of named visitors will increase from two to five. This will not increase the amount of people that can visit at any one time but will mean more family members will have the opportunity to visit.

In relation to external visits our preference is that friends and family enjoy our garden areas with your loved ones. For any trips outside of the home please speak direct with the home manager.

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

Thank you

Mark Tomalin, Chief Executive Officer