

## Visiting Guidance – September 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 named visitors, in addition to Essential Care Givers, and we are so pleased to be able to see regular visiting continuing.

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.

There is now no limit on the number of named visitors who will be able to enter the care home for regular visits and no limit on the number of named visitors that a single resident can have. We are delighted we can welcome so many visitors back safely to see loved ones.

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**