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Visiting Protocol

As you know we have been closed to all but essential visitors and designated visitors. Thank you for your support in not visiting during this period, we know this has been a very difficult, but critical ask of you, and your co-operation has been very much appreciated.

As we begin to support controlled and time-limited visiting to the care home, your continued support in protecting not only our residents and staff, but also you as visitors and the wider community, is equally as important.

Visits can only be made at pre-arranged times and these will be jointly agreed between you, our residents and the care home. This arrangement is in place to ensure we limit the number of people visiting the home to protect our residents and staff.

Bookings will be taken normally by the office, Monday to Friday 9am-5pm by telephoning 01896 848802 or you can e-mail [care@bordercare.com](mailto:care@bordercare.com). You can also contact us using Relatives Gateway.

Indoor visits will take place in the Social Centre. For essential visit you will be able to spend time with your Relative in their bedroom. This reduces risk of someone who is asymptomatic inadvertently bringing the virus into the care home. This is a critical safety measure to protect your relative, the other residents and our staff.

There is no requirement for designated visitor, this can be any member of family or a friend but only one visitor is allowed to visit at one time. The number of weekly visits is unlimited. Essential visits are supported in Resident’s bedroom and allows 5 Adults from 2 household to visit. Indoor visits will initially be for a period of no more than 60 minutes. Essential visit time will be agreed with staff taking into account individual Risk Assessment. The same rules will apply to Garden Visit..

We would ask for your co-operation in following this limit as this allows us time to implement infection prevention and control processes to clean the area. Prior to visit you will be asked to take LFD test, it is a critical safety measure to protect your loved one. At this stage you will be also asked to wear a fluid resistant surgical mask and this can be provided by Grange Hall. No other PPE is required during your visit.

Please note there will be toilet facilities available.

The person in charge of the shift will be responsible for overseeing the visit and the cleaning process after each visit.

**Action to be taken**

* When you arrive you will be asked to clean/rub your hands with alcohol-based gel, which will be provided and your temperature will be taken.
* You will be asked to sign that you have read this visiting protocol and completed the accompanying health pro-forma. You will again be asked to clean/rub your hands with the alcohol gel.
* If you are supplied with a mask, they are all single use items and must be disposed of in the bin provided. In some instances, you may be asked to put on Personal Protective Equipment (PPE). Staff will be on hand to show you how to put any PPE on and more importantly how to take them off safely, thereby reducing any infection risk.
* You are asked to take LFD test prior to visit and this will be undertaken by staff. It will take half an hour to get a result so you will be asked to wait in the waiting area.
* For the well-being of the residents, gifts, e.g. clothing and sweets will be permitted **but you must not give them directly to the resident**. You are asked to leave them in the waiting area for sanitising before being brought into the Home. This approach is to reduce the opportunity for the virus to be carried into the care home and being passed unknowingly to your loved one.
* Staff will show you how to remove PPE safely. You must dispose of the PPE in the bin provided and perform hand hygiene immediately on removal.
* As you leave the Social Centre, please use the alcohol-based gel provided to clean/rub your hands.

**Things to consider**

While many of you will have used technology to keep in touch with your relative, they haven’t seen you face to face for a number of weeks. It may take time for them, and you, to adjust to the new requirements .Please encourage and support your relative that this is for their safety.

Your loved one may have changed physically and mentally over the last few months and it will take time for you both to adjust. Please feel free to discuss any concerns about this with senior staff. We are here to support you and your loved one.

**Future Focus**

At all times we will follow Scottish Government guidelines related to visiting.

We will keep you informed of each change as it occurs and how it impacts on our residents and on you as a family member.