

Lambton House Care Home (Lambton House Ltd)
Relative Visiting Policy.
Procedure and Guidelines during Covid 19

Updated 31st December 2020

We have created a dedicated safe Visitors room with direct access from our main car park , ensuring you do not need to enter the main building to visit your relatives.

Visits allowed with residents in Lambton visitors room.

Maximum of 2 relatives per visit where visitors are from the same household and are constant nominated visitors per relative.

Visits will be by appointment only and must be pre-booked.

Cancellations of visit or lateness to the visit must be informed to the home.

Relatives and residents will be separated by a secure glass and stud wall partition in the visitors room . We have placed “ Glass Awareness stickers “ on our main glass partition for resident safety.

Visits will be 20 minutes duration , with 20 minute gaps between each visit for disinfecting of table and chairs. All relevant PPE will be provided.

Visiting time will be available as below.

10.30am-10.50am

11.10am-11.30am

Break for lunch time

2pm-2.20pm

2.40pm-3.00pm

Relatives:

Before visiting:

- Must prebook visit and have visit time approved by a member of staff .Tel.0191 3855768
- If you are feeling unwell please do not attend the visit
- Do not visit if you have been ill or in direct contact with someone who has been ill in the last 14 days.
- If you are unable to attend please let us know a minimum of 1 hour prior to the visit.
- Only 2 persons from same household are allowed to visit at a time.

On arrival of the visit

- Please do not arrive early for your visit. If you are early please stay in your car until the time of the visit
- Please go to visitor room entrance in Lambton car park and enter.
- Please take your temperature using the Infrared Forehead Thermometer provided (simple instructions provided-this device will be sanitised before and after each use)
- If your temperature is 37.8 or above you will be asked to leave the premises and will be unable to have your visit.
- Please complete the visitor questionnaire provided

During the visit

- *Residents* will be accompanied by a staff member (if required the staff member will be present during the visit)
- A two way intercom system is installed to help audibility .
- it might be worth bearing in mind the following:
 - a. Speak loud and clearly
 - b. Be aware of the tone of your voice
 - d. Use gestures
 - e. Maintain eye contact
- We will be unable to offer any food / drink/ toilet access during your visit
- When you see your relative, this will be an emotional time. Try not to be upset if your relative does not seem really happy to see you; they may not be aware that they have not seen you for such a long time.

After the visit

- Once your 20 minutes visiting time has ended a staff member will ask you to leave .
- The resident will be escorted back into the home
- The visitors room will be cleaned and sanitised ready for next visitor .

Summary of guidelines

Visits will be 20 minutes .

You may not book more than one slot a day. Visits will be on a first come first serve basis, ensuring it is fair for all relatives of all residents to visit.

Relatives will only be allowed to book one slot per week unless stated otherwise by a senior member of staff.

Visits will be limited to 2 members of same household. Visitors must be constant nominated relatives per resident.

Wherever possible we will give priority booking for special occasions such as Resident Birthdays.

If on the day of your visit the slot after yours is available you will be allowed to extend your visit.

There will be 20 minute breaks in between visits to give staff time to disinfect the visiting room fully and protect relatives from crossing over.

Visiting times will be available as below.

10.30am-10.50am

11.10am-11.30am

Break for lunch time

2pm-2.20pm
2.40pm-3.00pm

In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within a home, visitor restrictions may need to be immediately implemented which



suspend some of these enabling approaches and will include exclusion of any non-essential visitors.