

Lambton House Limited

Relative Visiting Policy and Guidelines

Updated 19th July 2021

Visits can take place within our Visitor Room or in our front Garden under Canopy weather permitting.

You may book an External visit to take your relative off premises. This is classed as a close contact visit so you will be required to carry out an LFD test on site with a negative result.

There are no limits to the number of named visitors for residents.

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

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

Please advise in advance what type of visit you prefer-

On Site **Garden visit** (under canopy front garden /socially distanced or close contact)

On Site **Visitor Room** (socially distanced or close contact)

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

External Visit (taking resident off premises/ this is classed as close contact)

For further info

<https://www.gov.uk/government/publications/arrangements-for-visiting-out-of-the-care-home/visits-out-of-care-homes>

LFD tests are required for any type of close contact visit.

Where an LFD test is required, you should arrive 30 minutes early to allow time to take and see results of a Lateral Flow Test.

All relevant PPE will be provided.

On site Visits (time slots available)

11.10am

14.40pm

External Visits

To minimize crossover of people on site, external visit times (taking residents off premises)

Time to be arranged with Lambton House Management and Senior Care team.

Please arrive approximately 30 minutes early to take an LFD test.

When returning with residents, please consider our mealtimes are generally 12pm and 4pm

Relatives

Before visiting:

- Must prebook a visit and have the 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 unwell or in direct contact with someone who has been unwell in the last 14 days.
- If you are unable to attend, please let us know a minimum of 1 hour prior to the visit.

On arrival and during the visit

- Please go to visitor room entrance in Lambton House car park and enter 30 minutes prior to visiting slot booked (close contact only)
- Please complete the visitor questionnaire.
- An LFD test kit will be provided. Follow instructions and take test.
- If your test returns positive leave the premises immediately.
- If your test returns “no result” you may have a screened visit subject to an acceptable forehead temperature check. (37.6 degrees or below)”
- If your test returns negative your CLOSE CONTACT visit may continue.
- All test results must be registered with Track and Trace online.
- You should apply and wear full PPE. Mask, gloves, and Apron.
- Enter the main building via the fire exit adjacent to visitor room and make your way into the visitor room (clearly signposted) to the right in the Pink Corridor.
- Your Close Contact visit may be supervised with a member of Lambton Care Team.
- Dispose of PPE in yellow clinical waste bin provided as you leave the visitor room.

- We will be unable to offer any food / drink/ toilet access during your visit

After the visit

- Once your visit has ended a staff member will ask you to leave.
- The resident will be escorted back into the home
- The visitor room will be cleaned and sanitized ready for next visitor.

Note

In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within the home all visits will be suspended following Public Health Guidance.



LAMBTON HOUSE
VISITORS ROOM
ENTRANCE
0191 385 5768