



Jewcott House

Visitor Policy during Covid-19 Pandemic



Dear Family Member

Our first priority continues to be keeping the people who live and work with us safe and this means reducing the risk of coronavirus (COVID-19) transmission.

We have worked incredibly hard to ensure that this is the case and we have had no cases of Covid 19 at our care home. As the government guidelines are easing we are reviewing our visiting policy based on government advice.

We have also sought advice from the local authority and public health in relation to safe visits.

We understand that lockdown has been very difficult for many residents and families over the past few months and that visits are important. Families/friends have been incredibly supportive of our home during this very difficult time and we would like to thank you very much for this.

We are using the new government guidelines dated 22nd July 2020 to revise our visiting policy.

Use of telephone or video link remains the safest option to stay in touch. However, for some people a face-to-face visit is very important for their mental health. We have to balance the harm of not having a visitor against the risk of harm to residents, staff and visitors.

Each person will have their own visiting plan 'My Visiting Plan' and we will be risk assessing each person living with us in consultation with their loved ones. The individualised plan will be written after discussion with the individual, the manager, staff and relevant family members.

This will take into account their own views, their health issues and risks should they develop Covid 19, their level of understanding, the ability to use telephone or video link and their understanding of the need for social distancing and use of personal protective equipment.

It may be, that when considering all of the risks, it is decided that the risks are too high at this moment in time for an individual to receive face-to-face visitors.

We are in the process of adapting the environment to allow face-to-face visits to take place indoors when the weather deteriorates. This will involve a small area with a PVC screen to allow safe indoor visits. Sadly we all need to accept that this situation is with us for some considerable time.

Where face to face visits do go ahead, strict procedures will be followed including PPE and social distancing. For the time being, this should be limited to a single constant visitor, per resident, wherever possible. This is in order to limit the overall numbers of visitors to the care home and the consequent risk of infection.

This may mean a difficult decision for families as to who will be the visitor. In exceptional circumstances the manager will consider more than one visitor from the person's group of family/friends. However please bear in mind when discussing this as a family, that more visitors mean higher potential risk to your loved one.



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Presently we are unable to have visits from children or pets.

In the event of an outbreak in our care home or an outbreak in the community leading to local lockdown, we will rapidly impose our policy of no face to face visitors until the risk is again reduced.

Please read our revised visiting policy and procedures and do not hesitate to telephone in order to speak with the manager/senior should you have any questions.

Thank you for your continued support, it is very much appreciated.

Prashant Brahmhatt

Director