

Visiting your relative or friend who is living in a care setting



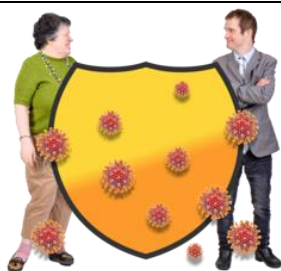
This information is from North Yorkshire County Council, the City of York Council and the Independent Care Group.



The government has written new rules that explains how people in care homes can see their families and friends again.



Care home residents are still at a higher risk from COVID-19. This is because many residents are older or have health issues.






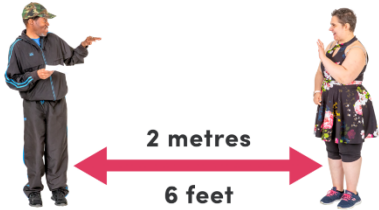
This means visits need to be carefully managed so residents and staff can stay safe.





We hope this information answers your questions about visiting friends or relatives.

If you want more advice, please contact the Home Manager to ask questions.

Types of visits







	<p>There are different ways that visits can happen safely depending on where people live.</p> <p>Here are some ideas:</p>
	<ul style="list-style-type: none">• Virtual visits - for example talking on a tablet or your mobile phone
	<ul style="list-style-type: none">• Garden visits – this means seeing people outdoors in the care home garden
	<ul style="list-style-type: none">• Window visits – this means talking to someone through a window where the person is inside and the visitor stays outside
	<ul style="list-style-type: none">• Drive through visits - this might mean talking to someone from inside your car in the care home car park
	<ul style="list-style-type: none">• Special areas – this means the care home creates a special space where people can meet safely and social distance

	<ul style="list-style-type: none">• Room visits - this is only for people who cannot meet in other ways and must follow the Government rules.
	<p>All these ideas should be talked about by care staff, residents and their visitors to find the best idea for you.</p>






Who can visit?

	<p>Care home staff will talk to each resident to agree who they would like to be visited by.</p>
	<p>This person is called a 'designated visitor'. It means the resident wants them to visit.</p> <p>Visiting will be arranged with the designated visitor and the Home Manager.</p>
	<p>Care staff need to make sure there are not too many people in the home.</p> <p>They also need time to clean visiting areas between visits.</p>
	<p>Children under the age of 16 and pets are not allowed to visit at the moment.</p>







What do I need to do to arrange a visit?


	<p>We know it has been very difficult for residents and family to have no visits.</p> <p>We understand that people will want to have visits as soon as possible.</p>
	<p>However, we need to make sure that every visit is safe. Please be patient with care home staff while they are arranging visits with you.</p>
	<p>The manager will contact you to arrange a visit.</p>
	<p>Visits must be booked as appointments. You must arrange a time and date for your visit with the care home staff.</p> <p>If you do not have an appointment you must not visit the care home.</p>
	<p>Visits are limited to one designated visitor for 30 minutes.</p>
	<p>Please note all visits may have to be stopped at any time, for example if the Government rules change or if there are people with Covid-19 in the care home.</p>

What should I do to prepare for the visit?




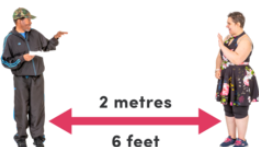
	<p>There are rules for visits. This is called the Visitors' Code.</p> <p>The staff at the care setting will explain the Visitors' Code to you and may send this to you before your visit, or give it to you when you arrive.</p>
	<p>The Visitors' Code will explain the things you need to do. This includes washing your hands and wearing Personal Protective Equipment (PPE).</p>
	<p>You will be asked to sign that you have understood and agree to the Code, including the need to wear PPE at all times.</p>
	<p>The care home will tell you before you visit if you need to bring a face mask.</p>
	<p>You must telephone the care home the day before to make sure it is still OK to visit.</p>


Infection control

	All visitors and people who they live with must have no COVID-19 symptoms. Do not visit if you have been feeling unwell in any way.
	Please travel safely by walking and cycling, if you can. If this is not possible, use your own transport.
	If you need help to visit, the care home may be able to tell you about organisations that can offer advice on safe travel.
	When you arrive at the care home, you need to give your contact details for the NHS Test and Trace service.
	You will also have to answer some questions about your health and check your temperature.
	You must follow the rules in the care home including washing your hands, using PPE and social distancing.






	<p>If you would like to bring a gift for the person you are visiting, please make sure it can be easily wiped clean.</p>
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What should I expect during the visit?

	<p>When you visit your relative the home may look and feel different from before.</p> <p>The visit may be in a different place such as in the garden or beside a window.</p>
	<p>There will be staff during the visit to help you understand the rules and give support.</p>
	<p>Please remember not to touch the person you are visiting. This includes shaking hands or hugs.</p> <p>If staff see a visitor touching a resident, they might stop you visiting in the future.</p> <p>The resident may have to isolate. They will need to follow the government advice about this.</p>
	<p>Not everyone will understand the need to social distance. You might need to remind your family member why you cannot hug or shake hands.</p>

	Visitors will not be able to use the toilets in the care home.
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More Information

	If you have questions or worries about visiting, call the care home for support and advice.
	<p>The Government advice about care home visits is here: www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes</p> <p>It is not in easy read.</p>
  	<p>For more information about the Covid-19 pandemic, please visit our websites:</p> <p>North Yorkshire County Council www.northyorks.gov.uk/coronavirus-advice-and-information</p> <p>City of York Council https://www.york.gov.uk/coronavirus</p> <p>Accessible information www.nypartnerships.org.uk/covidinfo</p>