

Family friendly visiting guidance

We are really pleased that the government has changed some of the restrictions on visiting family and friends and this has meant we have made some changes to our guidelines for meeting family and friends.

You cannot spend time inside the home when you visit; only to gain access to the garden if it can't be done without going through the house.

If it is working well for you meeting your family member in a park or other outside space we are really happy to continue in this way with you.

Capacity

If your loved one has capacity to make their own decision around visiting with family and friends we will make sure we share information with them to help them to understand the guidelines and the risk so that they can make their own decision.

If your loved one doesn't have capacity to make this decision and you hold Court Appointed Deputyship (CoP) for them or Lasting Power of Attorney (LPA) it will be you that makes the decision for them. We know that your decision will be made in a way that keeps risk to your loved one to a minimum.

If your loved one doesn't have capacity and you don't hold the above CoP or LPA any decision will be made in the person's best interest and as family you will be included in making that decision.

If your loved one has been advised to shield because they are high risk, we would rather they stayed at home and keep outside visits to a minimum. The government has said that this group of people can now go outside; we would prefer it to be in their own garden if possible, but they can only see one other person not in their household and extra care must be taken. If you are not sure if your loved one is in the shielded group ask their team.

So how will this work:

- Please phone beforehand to arrange a good time to visit.
- We will work through a risk assessment with you to see if there is anything we need to consider.
- Please make sure you:
 - haven't had any symptoms in the last 14 days
 - haven't had Covid 19 and are still in isolation phase
 - have not been contacted by NHS test and trace and told to isolate
 - don't live with someone who is one of the above.
- If you do have to come into the house to use the toilet or to get to the garden please try not to touch anything en route.
- If your loved one lives with other people, we will make sure that they are having fun elsewhere in the house. We know that they might know you and be excited to see you and it may upset them that they can't come and talk to you.
- If your loved one or anyone else that they live with gets distressed or we are worried about the risk we may have to shorten the visit. This is not something we would want to do and we will work with you to make another date and look at what we can do to make sure we avoid any upset in future.

We will make sure that we don't put you at risk by making sure no one in the house has any of the above.

- If there is a chance your loved one might find it hard to keep the two metre distance we will provide you with Personal Protective Equipment (PPE) to keep the risk to a minimum for your loved one and yourself. We have a video that shows how to put on and take off PPE, you can watch it here https://www.youtube.com/watch?v=-GncQ_ed-9w
- Please make sure no more than four of you visit, this includes children.
- We ask that you limit your visit to one hour to make sure we don't relax and forget the rules.
- When you arrive please phone us or if you don't have a mobile phone ring the doorbell, we will then open the gates / doors to allow you to get to the garden.
- When you arrive we will need to take your temperature. If anyone has a raised temperature they will not be able to visit.
- When you arrive we will ask you to use hand sanitiser.
- If you need to use the toilet we will ask that you use hand sanitiser before entering the house, and you wash your hands and wipe down any surfaces you have touched with the anti-bacterial wipes which you will find in the bathroom. We will have paper towels for you to dry your hands on.

- If you would like to bring a gift for your loved one, we ask that you place it in a plastic bag 72 hours before visiting and then remove it from the bag without touching it to ensure any risk of infection is eliminated. If you are not able to do this and we don't have another way of sanitising your gift we may have to place it in a bag for 72 hours, which could cause distress to your loved ones.
- At this time we will not be able to offer you a drink or a snack during your visit but feel free to bring your own.

It may be that your loved one would like to visit you in your garden rather than their own. We would ask in this case that you talk with the team manager to consider all of the above.

Keeping your loved ones safe and well is our priority at this time and we hope that you will see that we are doing just that with this guidance for visiting.

If you would like to talk about this please call our Family Helpline and talk to one of our Family Consultants on 0300 303 9161. It's available Monday– Friday 10am-2pm Or you can email us family.helpline@dimensions-uk.org

There for you