

With the current concerns about the spread and effects of the coronavirus Liskeard Eventide Home has put into place all the safety measures recommended by the public health authorities for its residents and staff.

Government guidance (issued 16 March 2020) asks that there should be no non-essential visiting for care home residents.

This measure has been issued because care home residents are amongst the most at risk by virtue of their age and frailty to being seriously and possibly fatally ill if they are infected by the virus.

We would therefore ask you not to visit unless it is absolutely essential and, where possible, use alternative means of keeping in touch with your relative or friend such as by telephone and skype.

Liskeard Eventide Home will do its best to facilitate these alternative means of keeping in contact.

If you do/must visit for exceptional circumstances or an essential purpose we ask you to check with Liskeard Eventide Home beforehand to discuss the advisability and safety issues that should be addressed.

When visiting Liskeard Eventide Home, we will ask you to:

- check with us before visiting to confirm that the visit is essential
- We recommend that you call your family member/loved one on their own personal telephones or you can call us, but after 12pm as our phones are very busy in the mornings. We will deliver the message as soon as possible.
- When you come into Liskeard Eventide Home you will see special precautions regarding infection control which will continue until further notice.
- All visitors will be expected to sign a disclaimer, staff may take your temperature, you will need to wash your hands, use the hand sanitiser gels, wear aprons and gloves (if necessary). If a member of staff is on Reception, they will ensure you are as safe as possible. If the Reception area is unmanned, please press the doorbell on arrival and a member of staff will be with you as soon as possible.
- In addition to the above, we ask you to consider carefully the potential risk to others before you travel to Liskeard Eventide Home, and whether your journey is completely necessary – you can carry the virus without showing any symptoms
- check if you might have had any contact with anyone who might have been in contact with an infected person or someone carrying the virus and take a decision about visiting based on your assessment of any risks
- be extra careful about being in physical contact with the person you are visiting and other people whom you might meet by:
  - avoiding close contact with people, particularly if they are unwell
  - avoiding touching their eyes, nose, and mouth with unwashed hands.
  - keeping to designated areas of the building which we will inform you about
- carry out good hand hygiene practice by always washing your hands carefully before and after any contacts made – using the soap and hand sanitiser gels and paper towels provided

## LISKEARD EVENTIDE HOME – TEMPORARY VISITING POLICY

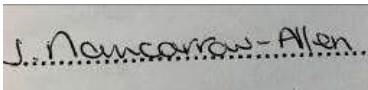
- help staff to carry out the procedures that have been put in place to keep everyone safe from the virus and its spread
- report and discuss with us any concerns you have about the health of the person whose welfare is your concern.

We are confident that with these precautions in place we will be able to keep our residents safe.

The current policy on non-essential visiting will clearly apply to the foreseeable future and we will inform you as soon as government policy indicates that these restrictions can be relaxed.

Registered Manager:

26/03/2020

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Jennifer Nancarrow-Allen  
Registered Manager  
Signed by: Admin

Date:

25<sup>th</sup> March 2020