

# Latest Update

Visiting your loved one...



# You'll See Your Loved Ones Again Soon...

We understand that the past few months have been difficult. You have been missing your loved ones and can't wait to be able to see them again.

We're pleased to say that now official restrictions on movements have started to become more relaxed, we are looking towards allowing you to visit again.

## Our Commitment Still Stands...

Whilst we are going to start allowing visitors to our services, we are certainly not going to become complacent.

When we closed our doors to visitors on 13<sup>th</sup> March, we promised to do everything we could to reduce the spread of the virus. We told you that we would follow guidance issued by Welsh Government and Public Health Wales to ensure that best practice is followed - and at every turn we have done so.

Coronavirus still exists and continues to pose a risk, so we will move forward cautiously, ready to take a step back if required.

Please read on to find out how we are planning to allow visits in a safe and controlled manner.



**We'll call you to  
make  
arrangements.**

**Please wait for  
us to get in  
touch.**

# Preparing for Visits

Following Welsh Government guidance and advice from Public Health Wales, our care homes have been closed to visitors.

From 22<sup>nd</sup> June, we will be preparing to allow restricted access to our services. Please wait to hear from us – we will be in contact to make arrangements.

The access is **strictly limited** to our outdoor space and all visitors **must** abide by the rules set out by each individual service...



These rules are hugely important to keep everyone safe.

# Rules for Visitors:

Visits **can only take place outdoors**. There will be no access to any of our buildings.

A member of our team will **take your temperature** on arrival.

Please **wear a face covering** for the duration of the visit.

You must **stay at least 2 metres away** from your loved one at all times.

Each visit will be **limited to 30 minutes**.

There will be **restrictions on the number of visits** allowed per week.

Each service will have **limitations** on the number of families allowed to visit at one time.

If anyone at a service becomes symptomatic - residents or team members - we will suspend all visits to that service with **immediate effect**.

# Next Steps

We know that you will be very keen to see your loved one. We want you to be able to meet up in the safest way possible, so each of our services has been risk assessed on an individual basis. This is because the buildings and facilities differ, as do the needs and vulnerabilities of our residents.

## We'll Call You

We don't want our teams to be inundated with requests for visits. Their time is better spent looking after your loved one.

**Our service Managers will contact you from 22<sup>nd</sup> June to arrange your first visit.**

They will let you know how to prepare for this and what to expect. If you have any questions about the process, they will be able to help you.

## How You Can Help

The most important thing you can do to help us is follow the visiting rules. In doing so, you are helping us to reduce the risk of spreading the virus.

Nobody wants to be responsible for an outbreak in our services, so please help us by doing all you can to adhere to our guidance and respect the advice you are given.

## Rapid Changes

Please be aware that we may need to close one or more services to visitors again at any point. If this does happen, it will be because we are protecting your loved ones and our teams from the risk of infection. We are constantly monitoring the situation and will keep you updated if anything changes.

## Questions?

If you have any questions that haven't been answered in this pack, please forward them to our team, who will respond as soon as possible.

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