

# Visiting Guidance

Issued 19<sup>th</sup> June, 2020.

We understand that you may feel unsure of how to prepare for your visit and what to expect when you get here.

To help you navigate through this “new normal”, we have put together some guidance...

## We'll Call You

Remember, **we will telephone you** to arrange your first visit. Please do not arrive unannounced. We will make arrangements with you to put in place a visiting schedule.

- We will speak with you to confirm that anyone planning to visit has been free of Coronavirus symptoms for at least 14 days.
- We will agree a time and date for your visit.
- We will agree who will be visiting and for how long.
- We will speak about the best way to travel. Public transport should be avoided, wherever possible.
- We will talk about any items you wish to bring with you. Please note that all items will need to be cleaned by our team to prevent cross-contamination, so think about this beforehand.
- We will ensure that you have understood and agree to our visiting rules.

## Your First Visit

Whilst we understand that you will want to see your loved one as soon as possible, please be patient with our team when they are arranging this. We need to ensure that visits are conducted safely.

Your visit will feel very different from previous visits, so please read on to find out what you can expect...



# What to Expect

You will be met by a member of staff. They will take your temperature and ask you to sanitise your hands. The visit will take place outdoors. We will make sure that you have a face covering, which will need to be worn at all times.

Our team will be wearing Personal Protective Equipment (PPE), including a face mask, gloves and an apron. It is possible that your loved one may also be wearing this.

Welsh Government guidance tells us that you will need to keep a physical distance of 2 metres from your loved one. Even though you will be wearing a face covering, it is important that you adhere to this rule too. It is a vital safety measure to keep everyone safe.

A member of our team will be with you during your visit. They will be on-hand to ensure that you are all comfortable with the new rules. They are well-versed in our infection control measures, so they will be able to advise you if you need to clarify anything.

At the end of your visit, you will be asked to sanitise your hands again.

**Talk to us if you have concerns about these measures.**

**The rules are in place to keep you and your loved ones safe.**

## “I’m concerned about wearing a face covering”

**We understand that face coverings will be very alien to you, but it’s hugely important that you wear one during your visits.**

If you’re worried that your loved one won’t recognise you, take note of the following tips:

Speak loudly and clearly, use hand gestures and maintain eye contact.

Think about your tone and the message it conveys.

Write information down for your loved one to read, if they can.

Don’t wear a hat or anything that will conceal your face further.

Wear clothing that your loved one will recognise or wear your hair in a style they are familiar with.

# Making Sense of it All

It has been a long time since you last saw your loved one and the new rules will mean you'll find yourself in unusual circumstances.

To make sure you all benefit from the new visiting schedule, we've put together some advice:

## Will my loved one be angry at me?

Even if you've had regular contact with your loved one, they may have forgotten about the restrictions, or find them difficult to understand.

If this is true, you may need to remind them about the situation and why you haven't been to visit.

We will be here to reassure them as much as possible too.

## Feeling nervous or anxious?

Feeling apprehensive about seeing your loved one face to face again is a normal response to the situation you have been through.

The past few months have taken us all on an emotional rollercoaster and it is understandable if you have concerns about visiting.

We're here to support you if you feel this way and we will of course, continue to care for your loved one and not pass any judgement on any decisions you make.

# Explaining the Situation

When you speak with your loved one, these prompts may help in explaining what has been happening and why you have been unable to see them...

“There has been a bug going around that can make people feel very unwell. To keep you safe, I wasn't able to come and see you.”

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“To try and stop the spread of the virus, the Government told us that we had to stay at home.”

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“We had to keep away to make sure that you and the other residents were safe from this nasty illness.”



# What Does it all Mean?

We're very aware that whilst our team has had time to adapt to new and unusual language to describe aspects of this crisis, you may not be familiar with some of the words. Here's a quick guide, but if there's anything you're not sure of, please don't be afraid ask.

**Cross contamination:** It is possible for COVID-19 to be passed to others via an object that has been touched/ coughed/ sneezed upon by an individual who has the virus. How long COVID-19 remains on an object depends upon a number of factors, including what the object is made from.

**Personal protective equipment (PPE):** This refers to the face masks, face shields, gloves and aprons that doctors, nurses, care staff and others are wearing.

**Shielding:** Although lockdown measures have eased for many people, those aged over 70 and those with certain medical conditions have been asked to stay at home to "shield" themselves from the virus.

**Social distancing:** Keeping a physical distance between people. The official guidance states that we should stay 2 metres (6 foot) away from others who are not from our household.

**Self-isolation:** If a person has symptoms or has tested positive for COVID-19, they will be asked to isolate themselves from other people.

If you're unsure of any of these terms – or anything else detailed in this pack, please don't hesitate to contact us:

[carequestions@poblgroup.co.uk](mailto:carequestions@poblgroup.co.uk)

