

# Latest Update

Visiting your loved one...



# It's Great to See Visitors Again!

We understand that the past few months have been difficult. Lockdown restrictions have been upsetting and you have been missing your loved ones.

We were so pleased to start allowing access to our Supported Living Services again and we can tell how much it has benefitted the people we support.

## Our Commitment Still Stands...

Whilst we have started to allow visitors to our services, we are certainly not going to become complacent.

When we closed our doors to visitors on 24<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 remind yourself of how we are working to stop the spread of the virus and how you can help us.



**We can't get complacent.**

**In working together, we can reduce the risk.**

# Thank You for Your Understanding

Following Welsh Government guidance and advice from Public Health Wales, our Supported Living Services were closed for visitors.

Thanks to a relaxation in the lockdown guidance, we have started to allow visitors to see their loved ones again.

The access is **strictly limited** to our outdoor space and all visitors **must** abide by the rules set out by each individual service. Here's a reminder of the rules we have in place...



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 the 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.

Remember that any gifts you bring will need to be **easily sanitised**.

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

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

There may be **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 continue 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.

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

