



Introduction

We recognise how important it is for loved ones to meet safely during the pandemic and it's why we have a range of visiting options available to residents and relatives including:

- **Out-of-the-care-home** - risk-assessed visits for residents and relatives that take place out-of-the-care-home in public places or private gardens (subject to local and national restrictions in place at the time)
- **At-the-care-home** - visits that take place in our visiting rooms or pods, either behind-a-screen or in the same space as your loved one; garden or window visits; as well as visits in residents' private rooms*.

This visiting policy explains how to book each type of visit and what to expect.

Alternative arrangements may be available for special occasions or where existing arrangements are not suitable e.g. using our visiting pods or rooms (PPE and testing will still apply for certain visit options). Please speak to your home manager about availability.

Booking an out-of-the-care-home visit

For each out-of-the-care-home visit, we'll need you to:

- book your out-of-the-care-home visit at least 48 hours in advance either by calling the home directly or online at wcs-care.co.uk/visitor-bookings
- confirm you don't have Covid symptoms and have not been in close contact with someone who has recently - please rearrange your visit if you have
- arrive at least 30 minutes before your scheduled meeting time for a rapid test. A negative result is required before the visit can proceed (you'll need to wait outside or in a car until you've received your result)
- be one of the 'named visitors', agreed in advance
- share your plans of the visit with us so we can do a risk assessment - the final decision about whether a visit can go ahead rests with the Home Manager
- provide your contact details in case NHS Test and Trace need to get in touch
- ensure that you and your loved one follow all necessary handwashing, social distancing and other guidance while in and out of the home
- avoid using public transport at any point of the visit

What to expect on an out-of-the-care-home visit

We've set out the measures you'll have to follow for each type of visit below to help keep each other safe:

Key

- Lateral Flow Test required
- Follow hygiene and other applicable guidance
- Face mask required
- Gloves and apron required

Out-of-the-care-home visits *

Important - please note

*= available to 'named visitors' (agreed in advance). You may be asked to self-isolate in the event of a breach/outbreak or if you've come into contact with someone with Covid symptoms (subject to vaccination status and/or relevant guidance in place at the time)



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- Where required i.e. inside
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Booking an at-the-care-home visit (visiting rooms and pods)

For each at-the-care-home visit (such as visiting rooms and pods or in residents' rooms), we'll need you to:

- book your 30-minute slot at least 24 hours in advance to make sure you're the only people visiting at that time, either by calling the home directly or at wcs-care.co.uk/visitor-bookings
- confirm you don't have Covid symptoms and have not been in close contact with someone who has recently - please don't visit if you have
- have a precautionary temperature check (contactless), as well as follow all handwashing and infection control guidance to keep everyone safe
- arrive at least 30 minutes before your scheduled visit for a rapid test (for all same-space visits) - a negative result is required before the visit can proceed
- provide your contact details in case NHS Test and Trace need to get in touch
- let us know of any special arrangements you may have requested in advance e.g. birthday balloons

Alternative arrangements may be available for special occasions or where visiting pods/rooms are not suitable (PPE/testing will still apply for certain visiting options). Please ask your Home Manager for details.

What to expect on an at-the-care-home visit

We've set out the measures you'll have to follow for each type of at-the-care-home visits to help keep each other safe:

Key	Lateral Flow Test required	Follow hygiene and other applicable guidance	Face mask required	Gloves and apron required
Outdoor visits				
	Care home garden	×	✓	If required
	Care home window	×	✓	If required
Visiting room/pod visits				
	Behind a screen i.e. floor-to-ceiling screen	×	✓	Entry/Exit
	In the same space* including holding hands	✓	✓	✓
Inside visits*				
	Bedside/other room If the visiting room or pod is not a suitable option for a resident	✓	✓	✓

* = available to named visitors (agreed in advance)