

Orchard Vale Trust

Supporting Adults with Learning Disabilities to Live Life to the Full



23rd July 2020

Dear Family and Friends,

We hope that you are all well. The residents continue to be well and they are getting the chance to enjoy the sunny weather as well as our HIVE sessions.

As you will be aware from the media coverage, the Government have now provided guidance for visits to residential care homes in England. When the more general lockdown restrictions were relaxed in June, care homes were able to manage visits at a local level but residential care homes have now been advised to follow the Government guidance.

As a result of the guidance we have made some changes to the way in which our visits will now happen.

Meetings Off Site

The visits that are currently taking place off-site from the residential care homes can continue and these will continue to follow the government guidance of no more than 6 people in total.

- A meeting place will be agreed which minimises the travel that the resident needs to make, and ensures that they will not need to stop for a comfort or refreshment break as this would increase the risk of infection for the resident and the home upon their return
- Meetings will be for no more than an hour to ensure that staffing and support levels at the homes are sustained
- Staff, family and friends will be provided with a face mask which they will need to wear throughout the visit, for some visits additional personal protective equipment may be needed and the home manager will discuss this with you in advance
- The government guidance of meeting outside and maintaining a 2 metre distance will need to be adhered to throughout the visit
- Anyone who is self-isolating as a result of having COVID-19 symptoms, living with someone with COVID-19 symptoms, or who has been asked to self-isolate by the Track and Trace team will not attend any meeting with a resident
- People who are shielding should not attend any meeting with a resident
- Any gifts or items that family or friends wish to share should be given to the member of staff at the end of the visit so that these can meet the infection control requirements prior to entering a residential care home
- If a new local or national lockdown is introduced, then the meeting will need to be re-scheduled – the locality of the lockdown would apply to both the location of the residential care home and the location where family and friends live

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- Family and friends will follow the infection control guidance that staff follow and wear a fresh set of clothes as they leave the home and try not to make any stops for fuel, shopping etc on the way to the visit

Meetings On Site

- Meetings will need to be arranged in advance with the home manager
- In order to ensure that the numbers of visitors on site are managed safely please keep to the timings agreed
- In order to minimise the risk of infection there is a maximum of 2 visitors from the same household per visit
- Currently guidance advises that children under the age of 16 do not visit residential care homes.
- Visits will be for up to 90 minutes
- On arrival at the home visitors will be asked to complete a brief health questionnaire and have their temperature taken by a member of staff
- Before a visit begins visitors will be asked to wash or sanitise their hands
- Family and friends will need to stay in the outside area identified for visits, under no circumstances should a visitor enter the home or any building on the site
- Family and friends are asked to bring their own drinks and refreshments
- Staff, family and friends will be provided with a face mask which they will need to wear throughout the visit. For some visits additional protective equipment may be needed and the home manager will discuss this with visitors in advance
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- Family and friends will follow the infection control guidance that staff follow and wear a fresh set of clothes as they leave the home and try not to make any stops for fuel, shopping etc on the way to the visit
- We are aware that both family and friends would welcome visits to the family home, the government has stated in the most recent guidance that they will be issuing guidance on this in the near future. As soon as this guidance is available we will work with family and friends to support home visits but until then we will not be able to support any home visits

We know that every individual situation is different and if you are considering a visit or have anything that you wish to discuss then please do get in touch with the home manager or Liz. If you are currently unable to visit then we will continue to work with you and the residents to ensure that you can stay in touch.

Best Wishes

Chris Absolon

Chair of Trust Board

Liz Page

Chief Executive