

Window Visiting Protocol

Window visiting along with all visiting was suspended during second lockdown September 2020. In order to move towards reintroduction of safe window visiting and minimise transmission risks the following will be in effect from week 4th Oct 2020.

The following applies to all, with the exception of professional or urgent necessary visits until further notice. We still strongly encourage visitors to visit virtually when possible and remain in contact with loved ones by other means too; such as via mobile telephone or sending a nice letter/card which has the added benefit of encouraging the same back were possible and can be used as a physical reminder that loved ones are thinking of them..

Process for visits via window

All visits are to be pre-booked-Visitors will need to book visits in advance via telephone to the service and visits will take place between the following times 2 p.m.-4 p.m. Monday to Friday in place of outside/indoor visits until further notice.

Visits will be via window in an area directed by the service-this being the front dining area window which is signed for visiting. A chair will be placed inside and one outside for resident and visitor usage. Each chair and the immediate hard surface areas, will before and after each visit be cleaned to prevent transmission. Window openings are restricted and each person must sit back from the window and should not attempt to lean in, touch each other or pass items through the window. A staff member will assist, observe (from a distance) and supervise each visit to ensure all measures are observed and resident and visitor are supported.

Visitors cannot visit if unwell-Despite visits being via window, visitors will still need to ensure they are mindful of the Visitors information sheet and risk assessment. If anybody visiting has any signs or symptoms of Covid like illness or is unwell they must not visit and stay home. All questions and the form have previously been shared with visitors, but visitors may ask for update from staff and a copy of the form can be provided on request or seen and copied from our website.

www.avondale.org.uk to complete prior to visit.

Telephone ahead-as with previous visits, visitors are requested to please telephone on the day to ensure the visit is still okay to proceed, so staff may check with the caller their health status and update if their loved one is still happy for the visit to proceed.

Visiting time-remains as a 15 minute slot and will be one person visiting for the current lockdown period, to help control access and safety at the site and aid track and trace.

Visitors bringing toiletries or a gift –the same applies as previously for visiting; this should be something that is easy to clean – the items being left in a plastic bag for staff to collect and disinfect before taking to the residents room. If visitors bring food this should be sealed and unopened.

End of life visiting- there remains separate visiting processes for this and visits will be accommodated.

The service is understanding that relatives and friends wish to visit their loved one, also of the benefits seeing loved ones brings to the residents at the service.

In order for visits to continue, through window, the above measures must be followed.
Should staff note individuals not to be following the measures in place to protect those at the service and others who live and work here, a Safeguard may be raised and further visiting by that visitor denied.

It remains the services right to suspend visiting of any type at any time that risks at the service, locally or nationally dictate.