

COVID UPDATE - PHASED RETURN TO VISITING

After submitting the Care Home Risk Assessment, Visiting Protocol and Infection Prevention and Control documents to the Health Protection (HP) and the Care Home Clinical and Care Professional Oversight Team (CHC&CPOT) for each of our Care Homes we finally received approval that they meet all the required mandatory standards to resume outdoor visits. We are therefore pleased to confirm that all our Homes are now clear to receive one Designated/Key Visitor and we will be commencing visits.

You may already be aware of the Government's 'Test & Protect' policy for care homes, which are COVID free, where staff will undergo COVID testing on a weekly basis until the end of the pandemic. This testing is carried out by Abercorn Care Limited and has required the employment of additional staff to meet what is a significant additional logistical burden to each of the Homes at what is already a difficult time. The outcome from any positive tests mean that the Care Home will have to wait 28 days from last symptom before visitors are allowed and must be cleared by Health Protection team and the Care Home Clinical and Care Professional Oversight Team, except for essential visits (End of Life care, Stress and Distress behaviour).

Please see Document One '**Visitor Protocol – Outside – Step by Step Process for the Visit**'. This gives you information on when you can visit the Care Home and the procedures that will be in place to keep everyone safe. Document Two is a copy of the '**Health Proforma**' that we mention in Step 3 of the Visitor Protocol.

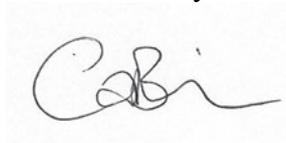
When you telephone the Care Home, please ask to speak to the person in charge to arrange a mutually convenient time to visit. We ask that you have the name of the Designated/Key Visitor you discussed and nominated with your family members ready at the time of the call. Could you please give the person in charge their name, their relationship to the resident and provide us with their contact mobile telephone number should we need to contact them prior to the visit.

As per the guidance published by the Scottish Government on 25th June, we are required to make sure that the final decision about who will be the Designated/Key Visitor is made by the Resident. After such a long period of time without face to face visits it is important that the resumption of visiting is handled in a supportive and sensitive way to avoid any undue distress or unnecessary anxiety. Our staff will work closely with the residents prior to the Designated/Key visitor arriving to support and help prepare them for the visit.

Finally, Document 3 is a document produced by the Scottish Government '**Commencing Outdoor Care Home Visiting on 3 July – Frequently Asked Questions**' which you may find useful.

I thank you again for your patience during this difficult transition period and we look forward to welcoming you to the Care Homes soon.

Yours sincerely



Carole Bravin RMA
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