

COVID INFORMATION

Visiting the Care Home

Our first priority is the safety of the residents, staff and visitors in our Care Homes.

In line with Scottish Government Guidance we are permitted to have a maximum of three visitors from a maximum of two different households who can visit for outdoor visits and one key/designated visitor may visit the resident indoors.

Please see the documents 'Visiting your Friend or Relative Living in a Care Home which was produced by the Care Home Clinical Advisory Group' and the 'Indoor Visits Guide' (which relates to outdoor visits too) as they give you useful information about the protocols for Visiting the Care Home.

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.

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. 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).

New Admissions

We are accepting new admissions. All new residents are asked to take a test for the virus ideally before they come into at the Care Home or when they first arrive at the Care Home. Residents will then be cared for in their room so they are isolated from the other residents for 14 days. Please be assured that your friend or family member will be supported during this time with video or telephone calls from family and our staff will make sure they are kept occupied with activities which will be discussed with the friends or family and resident prior to their admission.

Thank You

We have been humbled by our outstanding staff, who continue to maintain the high-quality care expected. We would like to thank them again for delivering care with such compassion, kindness and dedication.

I would also like to take this opportunity to say thank you, for the wonderful words of support, understanding, gratitude and gifts that we have received from relatives and friends of the Residents. It really does mean such a lot to the staff who continue to work tirelessly to care for the Residents and to keep them safe.