



Verulam House Nursing & Residential Home

Verulam House, Verulam Road, St Albans, Herts. AL3 4DH

T: 01727 853991 F: 01727 855059

INTERNAL PROCEDURE – RESIDENTS VISITORS – FROM 13.7.20

The Activity Team will make all bookings and record into the Visitors Diary.

From this the receptionist will sign all visitors into the visitors book in reception so that all visitors are recorded for fire purposes.

On Arrival the procedures below must be followed:-

1. Visitor will arrive at Reception for their timed visitor slot.
2. The receptionist will direct the visitor around to the Stable Block Annexe entrance and inform the Activity team of the arrival.
3. The Activity Team will greet the visitor on arrival, take the temperature and, if all ok they will be given a face mask and gloves and seated in the visitor area inside the stable Block annexe – they will then be given the questionnaire to complete. (this can be used by public health England as part of the track and trace strategy)
4. The Care staff will then be asked to bring the Resident into the visitor area.
5. The visitor will be asked if they would like a drink, if yes, this will be given by the activity team.
6. The visitor will be timed by the activity team and the visitor will be reminded when their time is up.
7. The Activity person must wear gloves at all times during this visit.
8. Once the visitor has left, the area will be sanitised and made ready for the next visit.

Please ensure the above is carried out in all instances.

****Should the weather turn very warm the following amendments to the above will come into place****

Point 2 – visitors will be directed to the Staff Entrance to be met by a member of Activities Team.

Point 3 - Visitors will be taken in through the staff entrance, through the double doors and around to the second patio area outside the Chapel.

VISITING TIME SLOTS FROM 13.7.20

1 resident can have a nominated family member visit at each slot. One visit a week per resident will be permitted.

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|---------------|----------------|
| 9.30am – 10am | 10.30am – 11am |
| 11.30 – 12pm | 2pm – 2.30pm |
| 3pm -3.30pm | 4pm – 4.30pm |

The Management Team at Verulam House