



Verulam House Nursing & Residential Home

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

T: 01727 853991 F: 01727 855059

2.7.20

Dear Relatives/Friends,

Re Visiting from 13.7.20

The Management Team at Verulam House would like to thank you for your continued support in protecting our residents at Verulam House, throughout the COVID-19 pandemic. We are writing to provide you with an update on gradually re-opening the home and visiting Verulam House, as we ease out of lockdown. We have developed a plan following government guidance for a phased return to visiting, along with a policy which will support the measures we take to allow visits to take place.

It has been a very challenging time for our residents, families and staff with all the restrictions in place, and not being able to continue with normal routines and activities such as having visitors. We have taken constructive steps to support the residents having contact with their loved ones, such as facetimeing, window visits and Skype which has really been successful over the last 3 months, and which we plan to continue.

The management team have established a plan which will confirm the different stages and if it is safe to do so, we will ease into each stage gradually. We are now ready to enter stage 2 of visiting which will include outdoor visits with one nominated visitor. Each stage will be in place for 28 days, which is twice the recommended 14 days advised by the government. This is so that we can continue to remain infection free and protect our vulnerable residents, staff and visitors. We feel that we need to ease slowly and with caution. If we remain Covid-19 free we will then enter stage 3 as per government guidelines, followed by stage 4 which will mean, we are back to normal.

Stage 1 – Essential visits only - permitting family members to visit resident at end stage of life which has been in place since lockdown.

Window visits already in place.

Stage 2:

- Essential visits - Allowing a family member to visit their loved ones if they are at end stage of life
- Visit in Designated Area within Stable Block Annexe - One key family member/ NOK and by appointment only
- Garden Visits – on very warm/hot days a designated space on the patio will be prepared for visits - One key family member/NOK and by appointment only

Stage 3 – Essential visits, outdoor visiting with two or three visitors by appointment and indoor visits with one nominated visitor.



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Stage 4 – will be controlled indoor and outdoor visiting and will include children being permitted to visit.

We plan to start allowing visits from **Monday 13th July 2020** with allocated time slots which will need to be booked in advance. You will need to book this through our Activities Team as you already do with the facetime slots.

The following time slots will be available. 1 resident can have a nominated family member visit at each slot. One visit a week per resident will be permitted. This is to allow all our residents to have a visit. These time slots have been worked around mealtimes and routines of the home. It also allows time for the visiting area to be sanitised between visits.

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

When visiting, please ensure that you wear the face covering provided and use the Hand sanitiser which is available at all entrances and exits.

On Arrival for your Visit:-

1. Report to reception on arrival.
2. You will be directed to the Stable Block Annex
3. On arrival at the stable block your temperature will be taken and recorded
4. You will be shown to the visitors area and asked to complete our questionnaire (this can be used by public health England as part of the track and trace strategy)

We are continually risk assessing the covid-19 pandemic and if we have to make any changes to the visiting plan or put restrictions back in place due to infection, details will be published on our website.

Failure to follow Verulam House infection control and prevention control measures and social distancing may affect the ability to visit in the future and during this pandemic.

The management team would like to take this opportunity to thank you for your continued support and for your patience during these very challenging times. Please email us or telephone the home if you have any concerns or questions.

We hope to see you all soon

Kind Regards

The Management Team at Verulam House