



## Verulam House Nursing & Residential Home

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

T: 01727 853991 F: 01727 855059

22<sup>nd</sup> May 2021

*Dear Friends and Family,*

*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 have now received the local guidance on visiting and visits out of the home which will commence from Monday 24<sup>th</sup> May 2021.*

*We are pleased to say that each resident can have five named visitors. A maximum of two visitors are allowed at any one time. All visitors will need to take a lateral flow test and test negative before every visit. Lateral flow testing can be carried out in the home or prior to your visit. Lateral flow tests **must** be done on the day of your visit. We will continue with screened visits, facetime, or window visits. These five named visitors do not include young children.*

*Visits out of the care home must be planned in consultation with families and Matron/General Manager. Activities outside of the care home that will not require 14-day isolation is: Outdoor visits to parks, beaches or gardens and any medical appointments including dental visits. If a resident is going out of the home, they will need to have a lateral flow test before the outing. The family will also need to have a lateral flow test and a negative result before the outdoor visit can go ahead. Any visit out of the home that is indoors will require the resident to isolate in their room for 14 days on their return.*

*To be able to allow these visits indoors to go ahead we do have the following protocols that have to be followed.*

- 1) All visitors must follow all infection control measures that are in place.*
- 2) Please **do not wear your own PPE. All PPE will be provided for all visitors on arrival to the home.***
- 3) Please remember handwashing is very important to prevent the virus from spreading. There are several non-touch alcohol dispensers in each area of the home.*
- 4) Indoor visiting will be for up to two hours only. Visits will be managed by appointment only to allow each resident to have a member of their family visit them in the home. Adhoc or unannounced visits will not be possible. You can contact reception to book appointments for weekdays and weekend visits Mon – Friday between 8am – 4pm.*



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- 5) *Visitors must visit residents in their own room or in the garden. **Please do not use communal areas of the home.** We strongly advise against physical contact at this stage to keep everyone safe. You may wish to hold hands but please remember that any contact increases the chances of you passing on the virus.*
- 6) *Please follow your local guidance and travelling advice before you visit as it is still being advised to restrict travel as much as possible.*
- 7) *In the event of an outbreak all visiting will be restricted to exceptional circumstances only and the home will close for 14 days. An outbreak is when we have 2 positive cases.*
- 8) *We will make extra allowances for exceptional circumstances such as end of life care which we have done throughout the pandemic. This can be discussed with Matron when these circumstances arise.*
- 9) *All visitors will be required to complete a screening questionnaire on arrival and temperature will be taken.*

*We continue to be guided by the government and local councils who will be reviewing the visiting policies on the 21<sup>st</sup> June 2021 as the next step.*

*We are all looking forward to welcoming you back into the home and if the roadmap back to normality is successful we hope that by the summer care home visiting will feel relaxed and as normal as possible.*

*Kind Regards*

*The Management Team*

*Verulam House*