



Visiting FAMILY Terms and Conditions

During this pandemic, we have made the safety and health of all our residents and staff our priority. As this pandemic continues with ever-changing guidance from the Government, Public Health England, and NHS we are all adapting and altering how we do things and react to the guidance and information we are given. We have from the start protected our residents, staff and their families by putting a range of measures in place. We believe this next stage is extremely critical, and we have implemented this measured approach for the primary purpose to protect life and health & safety of all. By doing so we will be compliant with all health and safety legislation and our duty of care.

For these reasons we ask that you read these terms and conditions and comply with them at all times.

Below are the Forget me not Residential Home Ltd terms and conditions for visiting family during Covid-19 pandemic:

1. The home reserves the right to alter remove or change these terms and conditions at any time.
2. The home reserves the right to stop, suspend any of the visits as required. This may be because there is an outbreak of the virus in the building or we are advised to do so by a relevant body.
3. The home reserves the right to suspend or stop an individual visiting for non-compliance with conditions or rules.
4. All visits must be pre-booked in advance to one of the available dates and times available, book via the Deputy/Registered Manager. By booking the visit you confirm and fully agree to all conditions set by Forget me not Home.
5. Up to 2 people from the same household can visit at any one time, not 2nd or 3rd generation, no grandchildren, younger aged people are at higher risk of spreading the virus to our residents/staff.
6. Visiting time slots cannot be split for multiple persons to visit.
7. Visitors must not have any bodily contact with any resident as this could pass covid-19 virus to the Resident. Any witnessed contact may result in the banning of that person from visiting again and the resident needing to isolate for 14 days.
8. All visitors will comply with a reasonable instruction given by any the homes staff members.
9. All visitors will always comply with all health and safety rules and procedures in place.
10. All visitors should wash their hands and wear the protective equipment provided when attending a visit.
11. All visitors will not visit if they are unwell or have any of the COVID-19 symptoms.
12. Visitors will ring the home to inform them they have arrived; visitors are not allowed to come into the building **at any time**. We will be unable to provide refreshments to visitors at this time or provide use of toilet facilities.
13. Any individual attempting to visit without booking in advance will be turned away and may be prevented from future visits until the pandemic is over and we are back to normal.
14. All visitors will leave at the required time.
- 15.** All visitors will sit at least 2 metres from the resident or sit at an angle from the Resident to reduce the risk of droplets.