

Visiting Greensleeves Care Homes

At Greensleeves Care we know the importance of close contact with families and friends. That is why, prior to the challenges resulting from Covid-19, we had an open house approach to loved ones visiting our residents. Obviously 2020 has brought with it unprecedented challenges to all of our routines and experiences and this has impacted every area of our lives. Especially visiting older and vulnerable people we care about.

Prior to 2020 we have always taken the freedom to see people we love for granted, whether they live in a care home or not. Shielding older people to keep them safe from Covid-19 in their own home is now part of everybody's new routine. In fact in some cases people have been able to visit their loved ones more after they have moved into a Greensleeves Care home than before, simply because of the safety precautions we have in place.

Throughout the crisis Greensleeves Care has been as flexible as possible with our visiting policy whilst complying with all of the rules and guidance produced by Public Health England and our Local Authorities. This has been a real balancing act, ensuring we keep our homes safe whilst making sure residents get as many visits as possible.

Visiting rules during Tier 4

As a result of the most recent changes to the Government's advice regarding the tier system many of our care homes are now subject to the new [Tier 4 restrictions](#). Therefore, we felt it was important to update our families on the most up-to-date visiting rules for Greensleeves Care homes.

Please note that all of the following is subject to changes at short notice if Local Authorities or Public Health England change their guidance.

Currently all Greensleeves Care homes remain open to visitors unless they have received specific guidance and instruction from the specific Local Authority or Public Health Body that relates to that home. At the time of writing this update there is a small number of homes subject to such local guidance.

Given the experience of the last year it is highly likely that direction from these official bodies will change with little or no notice and families are advised to discuss the specific visiting restrictions with their own care home management team.

In short, unless instructed otherwise by the appropriate body, our homes will continue to welcome visitors subject to the observation of the appropriate guidance, advice and precautions as laid out below:

- Any person that has any symptoms of Covid-19,
 - high temperature,
 - new and continuous cough,
 - loss or change to your sense of smell or taste,

should not visit any care home, instead they should contact 111 and follow their self-isolation advice.

- All visitors will have their temperature taken and recorded, any person with a temperature of 37.8 C or higher will not be granted access and advised to return home.
- You will need to follow the local handwashing guidance provided by the local care home team.
- Full PPE, as directed by the local Care Home Team, will need to be worn throughout your visit.
- Where available, and as directed by the local Care Home Team, visitors will need to utilise the rapid testing provided following all directions provided by the local management team (note: not all care homes have been provided with rapid testing facilities by their local government).
- Indoor visits are only allowed to proceed where “substantial screens” are in place.
- If, due to any reason, “substantial screens” are not available the home will be restricted to outdoor visits or window visits only. For more information contact your home management team.
- There is no touching between residents and visitors and there must be no circumventing of the screens that have been put in place.

Note:

The above information was correct at time of writing across all Greensleeves Care homes, but as always it is subject to change at short notice. Therefore, people are encouraged to consider it as guidance and seek home specific information directly from your individual care home.