



CARING HOMES

A guide to visiting our care homes

We understand that it is important for people to see our homes before they chose their care. We are pleased to announce that we can reintroduce safe viewings for new customers in many of our homes.

At Caring Homes, we are used to working to strict infection control protocols and this is especially important at this time. All visits will need to happen in a controlled and organised manner and keep in mind three key principles:

- The safety of residents, visitors, and colleagues
- The Shielding of our most vulnerable residents
- Minimising the risk of infection

This guide will help you to understand what to expect when you visit one of our homes to minimise any risk of infection. If you have any questions, please get in touch with the Home Manager.

Home Viewings

At present, only two people aged over 18 may view the home. Please arrange your viewing by calling the home and we ask that you do not arrive unannounced. You will be asked to complete a health screening assessment prior to your viewing.

You will have plenty of time to chat to team members and ask any questions. You won't be able to visit communal areas or WC, but we will show you as much as can.

Things to consider

If you feel unwell or have any COVID symptoms, please do not visit.

If you have travelled abroad to a country in the 'red' zone recently we will ask if you have isolated in line with Government guidance.

We encourage you not to come via public transport if possible.

What to expect on the day

- You will be allocated a parking space
- We will collect your completed screening assessment form
- We will take your temperature and oxygen saturate levels*
- Hand sanitiser stations will be in place
- A mask and gloves must be worn (which we will supply)
- Please respect social distancing
- No contact should be made with residents or colleagues
- Please don't eat or drink during your visit

*These checks are painless, the thermometer is a thermal scanner and the oximeter involves a small clip being placed on your finger.