

10/06/2020

Dear families and friends of our residents,

I am delighted to tell you that our nursing homes will shortly be commencing visiting for our residents under the guidance and advice of the HSE and Public Health.

There are changes to how visiting will be carried out across all nursing homes and you may find these changes challenging however as I am sure you will agree we apply these strict controls for the continued welfare of the residents and staff in our nursing homes.

In order to cover the important points and what to expect I will outline them below.

Firstly, these are the expected dates for visiting to commence in each of our homes, these dates have allowed for the required time period post COVID 19 cases to pass in any of our homes who had cases and the dates are approved by the HSE/Public Health.

It is important to note that if any resident or staff member present with symptoms and are tested as positive COVID 19 these dates will change, if visiting has commenced and this situation arises, unfortunately visiting will cease as the nursing home enters isolation period once again. We will communicate with you should there be changes through the weekly text messages we send you through the Director of Nursing.

Beechfield Manor – 29/6/2020

Glengara Park - 15/6/2020

Mount Hybla – 15/6/2020

St Gabriels – 15/6/2020

**How to book your visit:**

As per the HSE Guidance, each resident has a maximum of two named visitors. Only one of those visitors can be present at any one time and visits should be arranged in advance with the facility.

Each resident can have one visit, initially, per week for a limited time period of 20/25 minutes by one named prospective visitor' whose names should be given to the nursing home reception by phone, **one visitor per** week can phone in and request a slot through reception. These 'slots' will be allocated on a first come first served basis.

It is important to note that unplanned visits shall not be facilitated.

Please note **NO** Children are permitted to visit.

Please also note **NO** food to be brought to the nursing home.

**When you are planning your visit:**

Please allow about a half an hour time allocation at the nursing home as on arrival certain procedures take place –

You will enter the foyer area and on entry you will be asked questions in relation to any possible symptoms that you may have and also the possible contact you may have had with someone with COVID 19 through family, work etc.

We will check your temperature and provided the assessment and temperature are within acceptable parameters you will be asked to sign in, carry out your hand hygiene and put on a surgical mask which we will be providing. This mask must remain in place throughout your visit and as you leave the building you will be asked to place it in a specific refuse area.

**Where will you visit your loved one:**

Each nursing home will advise you of the dedicated areas for visiting within the nursing home, you will not be allowed to other floors or rooms during the visit.

We are requesting that these meetings are 'no touch' meeting, I totally understand the emotional challenges that this brings for you but we are asking as a precaution so as to minimise risks of transmission of infection.

**General Safety Precautions:**

All visitors are asked to –

Sign the visitors' book when entering and leaving the nursing home.

Use the designated entrance/ exit point for each home

Comply with signage

Refrain from going to other areas or rooms in the nursing home

Clean hands on entering and leaving home.

Respect the time allocations given as we cannot facilitate you outside of the allocations as this effect's other visitors to our homes.

**Privacy and Confidentiality:**

It is important to be aware that staff and all of the team within the nursing home have over the past months worked tirelessly to endeavour to provide the best care possible in a very challenging time. Staff have sacrificed time with their families and friends so as to minimise any risks of infection to our family within the nursing home. We are so grateful to have such wonderful staff in each nursing home and would ask that if you have any complaints or issues that you speak directly to the nurse in charge or Director of Nursing who will endeavour to help you and reassure you.

Lastly and most importantly we welcome you back into our nursing homes and we hope that you enjoy your visit albeit under new controls.

From myself and on behalf of the management team thank you for your continued support during these challenging times,

Stay safe,

Kind Regards,

Sarah McMickan

Group Chief Executive Beechfield Care Group.