

## **Visiting The Oaks and Willows – December 2020 and until further notice**

Visits to the Oaks and Willows are subject to visiting limitations based on the current local restriction tiers.

Tonbridge is currently in Tier 3\* which means visits to other households are not permitted, either inside or outside. \* <https://www.gov.uk/guidance/local-restriction-tiers-what-you-need-to-know>

However; UK government guidelines\* for supported living services during coronavirus, acknowledge that for some people, there are important reasons for having in-person visits, as not having these may be difficult to understand and lead to distress. \* <https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19/covid-19-guidance-for-supported-living>

Staff in the Oaks and Willows will therefore endeavour to ensure that visits are conducted in the safest possible manner to ensure the wellbeing of all the residents in the service.

The following measures are in place to ensure that visits can be conducted safely.

- Each service user should have only one regular visitor (two at most).
- Visitors will be temperature checked and this will be recorded.
- Visitors details will be recorded for track and trace purposes.
- Visitors must wear a face mask at all times.
- Staff can provide type IIR masks if required.
- Visitors will be asked to sanitise their hands, and will be offered gloves which we advise that they wear during their visit.
- Visitors should maintain at least 2 metres social distance.
- Inside visits cannot be accommodated while sustained community transmission of Covid-19 continues.
- Visitors should book visits in advance to ensure that the visit can be accommodated.
- If you are planning a visit; please call to check the latest visiting guidelines.
- Rapid testing of visitors to residential homes is not expected to be introduced for supported living situations like The Oaks & Willows.

We understand that the current restrictions are hard for everyone wanting to see loved ones, but we hope you understand that our sole aim is to ensure the safety and wellbeing of all Oaks and Willows residents and staff.

We would like to thank everyone for their cooperation during the last few months.

Graham Funnell