

## Official

To: Tricuro Residents  
and Families

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Friday 16 July 2021

## Re. Visiting Update

Dear Resident and Family



We wrote to residents and family members in May about visiting.

We are expecting some new government guidance soon so wanted to reaffirm our company policy about visiting from Monday next week.



We are now able to accept five named visitors per resident (to visit separately or together as preferred).



All visits need to be booked in advance by making contact with the Home.



All visitors will be required to submit a test result prior to starting their visit.



Visitors can still take a resident out for a short walk outside of the home.

This must still be with the pre-named designated visitors on record.

All visitors and our residents must be tested using a Lateral Flow Device (LFD) before their external visit.



If a Home has been closed as a result of Public Health Dorset advice, due to a recent outbreak of Covid within the Home, any visit type will not be able to happen until the Home reopens.



All visits into the Home will be appropriately risk assessed.



As long as the Home is open to visits, pod and window visits can also continue. Please contact your Home if you wish to book a pod or window visit.

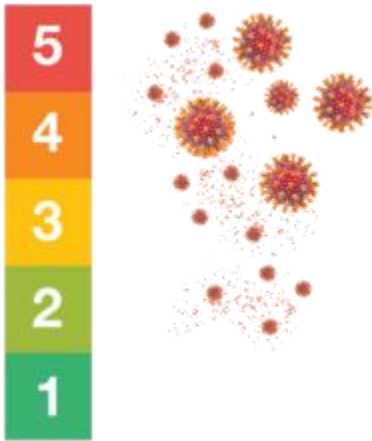


During your booked visit items must not be passed between visitors and residents. If visitors are bringing gifts etc., they need to be given to staff to ensure they are suitably sanitised before the item is given to the resident.



We will also continue with electronic meetings with your loved one as a safer alternative if you prefer.

Please continue to contact your Home to book these remote visits.



Our responsibility is to maintain and promote the safety of all our residents and staff.

Whilst the pandemic remains active, as it is now with cases and hospital admissions seeing a rise, we will remain cautious to ensure everyone stays safe.

We will keep the situation under constant review and communicate any changes to this position accordingly.

Yours sincerely

Kimberley Devlin

Executive Director of Operations