

Official

To: Tricuro Residents and Families

Tricuro Care and Support
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Friday 16 July 2021

Re. Visiting Update

Dear Resident and Family,

We wrote to all our residents and family members in May to explain our procedure for admitting visitors into Residential Homes. We are expecting some new guidance from the government soon and therefore thought it necessary to reaffirm our company policy to all that may wish to visit from Monday next week.

- We are able to now 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 are still permitted to take a resident out of their residential home for a short walk, outside of the home boundary. This must still be with the pre-named, designated visitors on record and all visitors and our resident must be tested using a Lateral Flow Device (LFD) prior to beginning 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.

The Care Company Wholly Owned by Dorset Council and Bournemouth, Christchurch and Poole Council (BCP)

- As long as the Home is open to visits, pod and window visits will continue to be an option. Please contact your Home if you wish to book a pod or window visit.

During your booked visit, we ask that under no circumstances should items be passed between visitors and residents directly. If visitors are bringing gifts etc., they need to be given to a member of staff who will 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, should you prefer this. Please continue to liaise with your Home directly over booking these remote visits in.

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