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| **Visitors Policy for Care Home** |
| Effective Date: [Insert Date] |

At [Care Home Name], the health, safety, and well-being of our residents are our utmost priority. To ensure a safe and comfortable environment for our residents, staff, and visitors, we have established the following visitor policy. This policy outlines the guidelines and procedures that must be followed by all visitors entering our care home premises.

**1. Purpose:**

The purpose of this visitors policy is to establish guidelines and procedures for visitors at our residential care home. Our primary concern is our residents' safety, well-being, and comfort, and this policy aims to strike a balance between allowing visitation and maintaining a secure and supportive environment.

**2. Visiting Hours:**

Visiting hours will be established to ensure that residents have ample time with their loved ones while also allowing staff to provide uninterrupted care. The visiting hours will be as follows:

- Monday to Friday: 10:00 AM to 7:00 PM
- Weekends and holidays: 10:00 AM to 5:00 PM

Exceptions to visiting hours may be made for special circumstances, such as end-of-life situations or family emergencies. Visitors should contact the care home in advance to make arrangements for such cases.

**3. Visitor Registration:**

All visitors must register themselves upon arrival at the care home. This registration process is essential for maintaining the safety and security of our residents. Visitors will be required to provide the following information:

- Full name
- Contact information (phone number and address)
- Relationship with the resident
- Purpose of the visit

Valid identification, such as a driver's license or identification card, may be required for verification purposes.

**4. COVID-19 Precautions:**

In light of the ongoing COVID-19 pandemic, additional precautions will be implemented to safeguard the health of residents, visitors, and staff members. These precautions may include but are not limited to:

* Temperature checks: Visitors may be subject to temperature screenings upon arrival. Those with a temperature above the acceptable range will be denied entry.
* Face masks: All visitors must wear a mask that covers their nose and mouth throughout their visit. Masks should be worn at all times while inside the care home.
* Hand hygiene: Visitors must practice proper hand hygiene by washing their hands with soap and water or using hand sanitiser upon entering and leaving the care home.
* Social distancing: Visitors should maintain a distance of at least six feet from residents and staff members who are not part of their household.

**5. Number of Visitors:**

To ensure a comfortable and manageable environment, the number of visitors per resident may be limited. Generally, we recommend no more than two visitors at a time. However, exceptions may be made on a case-by-case basis, considering the resident's well-being and the availability of space.

**6. Children and Pets:**

Visitors may bring children and pets to the care home under certain conditions. Children must be supervised by an adult at all times, and pets must be well-behaved, leashed, and adhere to the care home's pet policy.

**7. Resident Privacy and Respect:**

Visitors are expected to respect the privacy and dignity of all residents and adhere to the care home's code of conduct. Confidentiality should be maintained regarding any personal information or sensitive matters discussed or observed during the visit.

**8. Visitor Restrictions:**

In certain situations, visitation may be restricted or suspended to protect the health and well-being of residents. These circumstances may include outbreaks of infectious diseases, resident-specific restrictions due to medical conditions, or other unforeseen emergencies. The care home will communicate any visitor restrictions promptly and provide alternative means of communication, such as video calls or phone calls.

**9. Changes to the Visitors Policy:**

This visitor policy may be subject to change as circumstances evolve, including updates related to public health guidelines, safety protocols, or resident needs. Visitors will be notified of any changes via the care home's official communication channels.

**10. Compliance:**
All visitors must comply with the guidelines outlined in this policy. Failure to adhere to these guidelines may result in denied entry or restrictions on future visitation.

**11. Outbreaks or Special Circumstances:**

During outbreaks or other special circumstances, such as natural disasters or public health emergencies, the care home reserves the right to modify or restrict visitor access as necessary to protect the health and safety of our residents.

By following these guidelines, we can work together to create a safe and welcoming environment for our residents, staff, and visitors. We appreciate your understanding and cooperation in maintaining the well-being of everyone at [Care Home Name].

If you have any questions or need further clarification, please do not hesitate to contact us at [Contact Information].

[Care Home Name]

[Address]

[Phone Number]

[Email Address]

[Website]