

# Welcome to Somerset Care.

You're important to us.  
So, we are making visiting us easier.

Somerset Care  
much more aware.



Please do

Please don't

# Somerset Care much more aware.

In order to help protect our residents, staff and visitors, we ask you to respect our rules for a **safe and enjoyable visit.**

Please read our do's and don'ts before entering the home, and coming into contact with staff and residents. If you have any questions or concerns, please speak to a member of our friendly team, and they will be more than happy to help.

**Just being able to see you means the world to all of us at Somerset Care however, should your Lateral Flow Test have a negative result, the resident you are visiting can welcome you to hug or touch them if they are comfortable with it.**

**Thank you for respecting our rules and thank you for visiting.** We look forward to welcoming you back to Somerset Care again soon.



Please do

Please don't



## Please follow these simple steps:



Bring gifts for your loved ones.



Wear the PPE provided and follow our instructions.



Bring your own refreshments as we will not be able to provide them.



Ask us questions, we want to make this as easy as possible.



Retain social distancing of 2 metres apart, even if you are wearing PPE.

You will be asked to consent to a test and screening check at every visit via a Visitor's Agreement form. This outlines the visitation process and the guidelines we will ask you to follow. You will also be provided with a copy of our 'Visitor's Policy during COVID-19 Pandemic' which provides information on the processes we have put in place to enable the visits to go ahead whilst mitigating any risk to yourself or our residents.

Non-perishable gifts that cannot be sanitised will be quarantined for 72 hours.

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 To help protect us all, please don't:



Visit if you are symptomatic.



Stay any longer than your appointment time.



Go into any other area of the building.



Remove the PPE until you are advised it is safe to do so by our team.



Hug or touch anyone, other than the resident you are visiting, even though it's hard.

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[www.somersetcare.co.uk](http://www.somersetcare.co.uk)



connecting with people

making a difference

doing the right thing

embracing change