

Supporting our people through everyday life



EST 1980



Point House Coronavirus (COVID-19)

POINT HOUSE
That cares for you

Point House Residential Care Home
Sprowston Road • Norwich
Norfolk • NR3 4QN

T/F: 01603-427249

M: 07704 278579

E: norwich@pointhouse.uk.com

W: www.pointhouse.uk.com

Temporary Visiting Policy

With the current concerns about the spread and effects of the coronavirus the home has put into place all the safety measures recommended by the public health authorities for its residents and staff.

Government guidance (issued 16 March 2020) asks that there should be no **non-essential visiting** for care home residents.

This measure has been issued because care home residents are amongst the most at risk by virtue of their age and frailty to being seriously and possibly fatally ill if they are infected by the virus.

We would therefore ask you not to visit unless it is absolutely essential, and where possible, use alternative means of keeping in touch with your relative or friend such as by telephone and skype, facetime

The home will do its best to facilitate these alternative means of keeping in contact.

If you do must visit for an essential purpose, we ask you to check with the home beforehand to discuss the advisability and safety issues that should be addressed.

When visiting our care home, we will ask you to:

- check with us before visiting to confirm that the visit is essential
- check if you might have had any contact with anyone who might have been in contact with an infected person or someone carrying the virus and take a decision about visiting based on your assessment of any risks
- sign a short disclaimer to this effect
- be extra careful about being in physical contact with the person you are visiting and other people whom you might meet by:
 - avoiding close contact with people, particularly if they are unwell
 - avoiding touching their eyes, nose, and mouth with unwashed hands.
 - keeping to designated areas of the building which we will inform you about

Family Friendly Workers

Find us on:



Supporting our people through everyday life



EST 1980



POINT HOUSE
That cares for you

- carry out good hand hygiene practice by always washing your hands carefully before and after any contacts made – using the soap and hand sanitiser gels and paper towels provided
- help staff to carry out the procedures that have been put in place to keep everyone safe from the virus and its spread
- report and discuss with us any concerns you have about the health of the person whose welfare is your concern.

We are confident that with these precautions in place we will be able to keep our residents safe.

The current policy on non-essential visiting will clearly apply to the foreseeable future and we will inform you as soon as government policy indicates that these restrictions can be relaxed.

Date: 18/3/2020

SORRY



Our updates will be posted on social media sites

Email – sarah@pointhouse.uk.com

Message us on what's app 07704278579

Facebook page - Website

Follow us on

snapchat

Instagram

Twitter



CQC - Registered Manager:

SJ Cropley

Family Friendly Workers