

Visitor Health & Safety Guide

General Guidance

Clean hands: Please wash your hands or use hand sanitiser when you arrive and before you leave.

Feeling unwell: If you are unwell or have symptoms of illness, please rearrange your visit for another time. If the visit needs to go ahead, please speak to the service manager to discuss how to manage this safely.

PPE (if required): You may be asked to wear items such as masks or gloves—staff will guide you if needed.

Smoking & vaping: Our buildings are no smoking. Please use designated areas if you wish to smoke or vape.

Alcohol & drugs: Visitors must not attend under the influence. You may be asked to leave and rearrange your visit.

Capacity: Where residents have capacity to manage visits themselves, guidance will be given so the person can make an informed choice.

Keeping Safe

Equipment: Please avoid moving equipment.

Hazardous substances: Avoid contact with cleaning products or medical supplies.

Slips, trips & falls: Take care on wet floors or uneven surfaces and use handrails where available.

Doors: Some doors need to stay closed for safety—please ensure you close doors behind you.

Respecting Residents

Privacy: Always knock before entering a resident's room and wait to be invited in.

Behaviour: If someone becomes upset or agitated, stay calm, move to a safe area and inform a member of the staff team.

Moving and handling: Do not try to assist with moving or lifting, staff teams are trained to do this safely.

In an Emergency

Fire safety: Take note of fire exits and the assembly point when you arrive.

Getting help: If you need assistance, contact a member of staff straight away.