

Visitors Guide to Health and Safety

General Guidelines

1. **Hand Hygiene:** Always wash your hands thoroughly with soap and water or use hand sanitizer before and after your visit to prevent the spread of infections
2. **Infection Control:** If you are feeling unwell or have symptoms of an infectious disease, it's best to postpone your visit to protect the residents
3. **Personal Protective Equipment (PPE):** Depending on the care home's policies, you might be required to wear PPE such as masks or gloves.
4. **Smoking or Vaping:** All our buildings are No Smoking please locate the designated smoking area if you wish to smoke or vape whilst on your visit with us.
5. **Alcohol and drugs:** If you appear to be under the influence of alcohol or drugs whilst visiting you will be asked to leave and rearrange your visit.

Safety Measures

1. **Safe Use of Equipment:** Be cautious around medical, mobility equipment and other equipment. Do not touch or move any equipment without permission
2. **Hazardous Substances:** Avoid contact with any cleaning or medical substances that might be hazardous
3. **Preventing Slips, Trips, and Falls:** Watch out for wet floors, loose rugs, or other potential trip hazards. Always use handrails when available.
4. **Locked Doors:** In some of our services we need to keep some external and internal doors locked. Please make sure any door you open you close behind you to ensure the safety of our residents.

Resident Interaction

1. **Respect Personal Space:** Always knock before entering a resident's room and wait for permission to enter.
2. **Handling Aggressive Behaviour:** If a resident becomes agitated or aggressive, remain calm move to a place of safety and seek assistance from the staff immediately.
3. **Moving Residents:** Do not attempt to move or lift residents on your own. Always ask for help from trained staff.

Emergency Procedures

1. **Fire Safety:** Familiarize yourself with the fire safety procedures, including the location of exits and fire extinguishers and the Fire Assembly Point.
2. **Emergency Contacts:** Know how to quickly contact staff in case of an emergency.