



A guide for visitors to our Extra Care Housing schemes during the Covid 19 pandemic

Keeping as many people as possible 2 metres apart from those they do not live with.

Our Extra Care Schemes offer and promote independent living and we do not impose rules on visitors to individual apartments. Each resident is free to allow or refuse visitors in the same way any one living in their own home can.

Throughout the Covid 19 pandemic we have asked all our residents to abide by the Government restrictions that have been placed on each and every one of us.

The UK Government has reintroduced a national lockdown starting from Thursday the 5th November, until Wednesday 2 December 2020 at which time it will be reviewed to see if the national rate of infection has reduced sufficiently to reduce the pressure on the NHS.

We will only be allowed to leave or be outside of our home for specific purposes. These include:

- for childcare or education
- for work purposes, where our place of work remains open and where we cannot work from home
- to exercise outdoors or visit an outdoor public place – with our household, our support bubble or, when on our own, with one person from another household (we cannot meet in a private garden – in this respect we would class our schemes grounds as a public place)
- for any medical concerns, reasons, appointments and emergencies, or to avoid or escape risk of injury or harm – such as domestic abuse
- shopping for basic necessities, for example food and medicine, which should be as infrequent as possible
- to visit members of our support bubble or provide care for vulnerable people, or as a volunteer.

This means during this time we are unable to:

- socialise indoors with anyone else other than our household or where it is permissible to create a support bubble with another household
- socialise outdoors other than with our household, our support bubble or, when on our own, with one person from another household

We would ask that when meeting members from your support bubble, these meetings take place within your own apartment as our internal communal areas remain closed. Our gardens can be used to meet with one person from another household.

From what we currently know tradespeople, cleaners, and others who work in people's homes are able to continue to carry out work in your own home, but non-medical personal care such as hairdressers have been asked to stop work during the lockdown.



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What is a support bubble?

A support bubble is where single adults living alone, or single parents with children under 18, form a 'support bubble' with one other household. The second household can be of any size. Everyone in a support bubble will be able to act as if they live in the same household and spend time together in each other's homes, without having to maintain 2 metres social distancing. We can only have one bubble and cannot switch households. If anyone in the bubble has Covid 19 symptoms, then everyone in this bubble will have to self-isolate.

Can I visit a person aged 60 or older or who is classed as clinically vulnerable person?

Scientific advice gathered through the pandemic show that people aged 60 and over, those with certain underlying conditions and pregnant women may be more clinically vulnerable, so the Government has advised them to take particular care to avoid contact with others. The advice for those aged 60 and over continues to be that they should take particular care to minimise contact with others outside their household and should be careful to maintain distance from others. We must all continue to comply with any general social distancing restrictions, keeping 2 metres apart from those we do not live with, other than within a support bubble.

Wherever possible, you should stay socially distant during your visit, use a tissue when sneezing and dispose of it safely, cough into the crook of your elbow and wash your hands for at least 20 seconds or use hand sanitiser if washing facilities are not easily available.

If you are over 60 or clinically vulnerable, you could be at higher risk of severe illness from coronavirus. You:

- should be especially careful to follow the rules and minimise your contacts with others
- should continue to wash your hands carefully and more frequently than usual and maintain thorough cleaning of frequently touched areas in your home and/or workspace

As a visitor, you should never take a chance on visiting a clinically vulnerable person if you think you have COVID-19 symptoms, however mild, or if you have been advised to isolate by NHS Test and Trace because you have been in contact with a case.

Can I visit a person who is classed as extremely clinically vulnerable person?

Following the lockdown announcement, the government is due to write to those classed as extremely clinically vulnerable to give additional guidance.

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Guidance when receiving visitors

LACE are asking any visitor to the scheme to follow the guidance listed below. We would therefore ask for your co-operation with the following:

- No visits should be carried out in a household which is isolating because one or more family members has symptoms - unless it is to remedy a direct risk to the safety of the household. Any deliveries such as food should be left at their apartment door.
- Equally people should not visit if they have any symptoms of Covid 19 or have knowingly been in close proximity to someone who has contracted the virus.
- Communicating with any visitor (who are carrying out a trade or service) prior to any visit to discuss how the work will be carried out to minimise risk for all parties. Such as making prior arrangements to avoid any face-to-face contact, for example, when answering the door. Internal doors should be left open to avoid touching door handles. (Our staff or any contractor working on behalf of LACE will be asked to do this as part of their Safe System of Work).

Visitors should:

- Wear a face covering before entering the scheme.
- Use the hand sanitiser provided on entering and exiting the scheme and whilst on site wash their hands more often than usual for 20 seconds using soap and hot water, particularly after coughing, sneezing and blowing their nose.
- If handwashing facilities are not accessible, they should carry their own hand sanitiser.
- Maintain 2 metres social distancing from our staff, carers and other residents at all times within communal areas, including communal corridors, stairwells and lifts.
- Avoid touching unnecessary surfaces within communal areas such as handrails, and wipe down surfaces that they have touched in your apartment, using paper towels and dispose of them safely after use.
- Wherever possible maintain 2 metres social distancing within your apartment (unless within your social bubble) and limit any time where it is necessary to be less than 2 metres from you (i.e. to receive personal care). Where possible our advice is to stay in another room to the person e.g. tradesperson or cleaner where ever possible and depending on their organisation rules they may request this of you. (Our staff or any contractor working on behalf of LACE will be asked to follow these rules wherever possible).
- Be particularly strict about handwashing, coughing and sneezing hygiene, such as covering their nose and mouth and disposing of single-use tissues correctly so that no one else needs to handle them.
- Reduce the spread of germs when they cough or sneeze by covering their mouth and nose with a tissue, or their sleeve (not their hands) if they don't have a tissue and throw the tissue in a bin immediately, then wash their hands.
- Clean regularly touched objects and surfaces using regular cleaning products or anti-bacterial wipes to reduce the risk of passing the infection on to other people.
- Avoid sharing any objects such as pens, paperwork and avoid having coffee or tea unless using their own utensils.



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- Arrange methods of safely disposing waste with you or with us if working on our behalf. This includes removing all waste and belongings from the work area at the end of the job/visit.
- Visitors working on our behalf will have access to a visitor WC and we will be asked to use this rather than your own personal WC. We are regularly cleaning our communal facilities.

The use of PPE:

Face coverings should be worn within communal areas of our scheme. Coronavirus (COVID-19) usually spreads by droplets from coughs, sneezes and speaking. These droplets can also be picked up from surfaces, if you touch a surface and then your face without washing your hands first. This is why social distancing, regular hand hygiene, and covering coughs and sneezes is so important in controlling the spread of the virus. The best available scientific evidence is that, when used correctly, wearing a face covering may reduce the spread of coronavirus droplets in certain circumstances, helping to protect others. **Because face coverings are mainly intended to protect others, not the wearer, from coronavirus (COVID-19) they are not a replacement for social distancing and regular hand washing.**

Face coverings can help us protect each other and reduce the spread of the disease if you are suffering from coronavirus, but not showing symptoms.

Tradespeople/health care professionals will be required to wear face coverings and possibly disposal gloves and you should ensure that they wear a clean pair once they have entered your own home. You should ask self-employed contractors, such as private cleaners to wear disposal gloves or ensure that they regularly wash their hands.

We would also recommend that you do not allow anyone carrying out work duties such as cleaners and repair contractors to visit you, immediately after another resident in your scheme, unless you have seen them change their disposable gloves and ensure that they retain the two metres social distancing from you at all times, preferably by being in a separate room.

Contact us

If you need any advice about receiving visitors, please email our scheme. We are happy to speak to any professional visitor to check what measures they will be following before entering your home.

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