

We've Missed You

A Guide for Visiting



autism plus

ADDING VALUE TO LIVES

We've Missed You

The last few months have been a challenging time for us all, we would like to thank you for understanding and bearing with us. We have been planning and looking at new measures to ensure that we can return to a 'new normal' as soon as possible.

We continue to rigorously follow the Government and Public Health guidelines. In March we implemented our contingency plans across the organisation with the senior team meeting regularly, and who remain on call to support all services. During the lockdown period, to ensure the safety of everyone in our services and to minimise the risk of infection, we limited all external visitors. Now as the rules begin to ease we believe it is the right time to ease restrictions and look at ways we can facilitate contact with families, friends and carers.

Please note all visits will be assessed on an individual basis and will be ultimately based on the best interests of the person. This process will take into account the individuals ability to social distance and any potential after effects.

We are committed to:

Ensuring the people in our services are safe

Ensure the risk of infection is minimised

Supporting the needs of individuals in our services who need to shield or self-isolate

Supporting the well-being and mental health of individuals in our services

Ensuring our staff teams are confident and skilled in providing safe care

Ways to Visit

Please remember all visits will be assessed on an individual basis and will be ultimately based on the best interests of the person. This process will take into account the individuals ability to social distance and any potential after effects. Please contact the manager in your service to facilitate a visit.

Video Calling

We will support anyone in our services to call their family and friends by video call. Most services have access to the internet, along with tablet or computer. Please contact the manager in the service if you need help to set this up.

Drive-Thru

Drive-thru visits mean you can park your car and speak to your loved one while they sit outside of the car, while socially distancing. We politely request that you do not leave your car when drive-thru visiting and remember the two meter social distancing rule.

Window Visiting

As with all visits, we politely request you contact us in advance of any window visits. Your loved one will be able to see and talk to you through one of the windows at their home. We also ask that you follow the two meter distance rule as the window will be open.

Garden Visiting

If a garden is available you are able to visit your loved one for a pre-arranged visit in their garden. It is important this is pre-arranged so we can ensure that only one visit takes place at a time, and any chairs and tables can be disinfected between each visit. We politely request you follow the two meter social distancing rule and also wear a face mask.

Please Remember:

Each visit should be prearranged with the service manager, this is very important to allow us to plan visits with other families

Before You Visit

Please do not visit if you are symptomatic

We will ask you to complete a brief questionnaire before you visit

We may ask to take your temperature when you arrive

Only two people should visit at a time and they should be from the same household

We politely ask that visits last up to one hour to reduce the risk of needing to use the toilet

If you are visiting in the garden we ask that you wear a mask

We understand that this situation is very difficult but we ask that you do not touch or hug your loved one right now, we hope that the rules will relax so we can allow this soon.

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If you would like to discuss in more detail, or to speak to us about visiting your loved one please contact your service manager.

You can also contact Robbie Wright, Head of Operations by:

Phone: 01405 812128

Email: Robbie.Wright@autismplus.co.uk