



Achieve together

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July, 2020

Re: Visiting care homes during COVID-19

Dear Family Member,

Following the government's publication of guidance for making arrangements for limited visits to care homes, Achieve together have developed the attached policy in order to ensure that careful planning of any potential visit from family or friends can be considered.

The new guidance, issued on the 22nd of July, '[Update on policies for visiting arrangements in care homes](#)' allows for the potential of family/friends of people we support in England to have brief indoor visits to the home. We extend this opportunity to our supported living services, to ensure equality of support and opportunity.

Please see attached '[Visiting arrangements during COVID-19 Restrictions](#)' policy, and associated '[Risk Assessment – Visiting people indoors, in their care home or supported living service](#)' document. The policy outlines what steps need to be taken for a visit decision to be made, and specific responsibilities for Achieve together managers, and potential visitors.

We are pleased and proud of how families and friends have been so patient and supportive to our managers and support teams since the beginning of the pandemic, which has assisted us in maintaining a low rate of transmission of COVID-19. Thank you so much for your ongoing support.

Managers may have to liaise with a number of people wishing to consider the potential of an indoor visit, we ask for further patience if that is the case, so that we can continue to assess risk carefully and unhurried.

As you may be aware, guidance in relation to shielding is likely to be paused from the 1st of August. This means that people who are shielded will no longer need to shield but are advised to continue to stay at home as much as possible and maintain 2 metres social distance from people outside of their household. Shielded people are further advised they



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can go to work (if their workplace is COVID-secure) and can go out to shops, places of worship and for exercise. If your relative has been shielding the manager will work with them to review any risk assessment related to shielding.

We hope that you are keeping very well through these strange times. If you have any further questions, please view the [COVID-19 family resource section](#) of our website, do address any questions or concerns specific to your loved one with the team at the service or email our Family Liaison Team: families@achievetogether.co.uk. We would like to take this opportunity to thank you for understanding and ongoing support and encourage you to have a look at our website and the materials provided there, which are being continually updated.

Our best wishes to you and your family,

Michael Fullerton

Clinical Director