

Trevaylor FAQs

What	How	Responses
Communications with family	Email/Letter	<i>Letters and emails will be sent regarding changes in visiting arrangements. Please use the online booking calendar for in-person visits</i>
Nominated relative	Separate letter	<i>Please contact the home by phone, if they have not already contacted you to identify the one nominated visitor</i>
Cancellation arrangement	<i>How will people be contacted if visits need to be cancelled (e.g. the home is closed)</i>	<i>By phone/email according to preference and urgency</i>
Booking slots	<i>Which days will visits be available on?</i>	<i>Not Sundays All other days slot times are 11 and 2</i>
Parking/Waiting area	<i>Identify where space(s) will be available for relatives to wait</i>	<i>Designated parking spaces in front of building these will be signposted. Please then enter the porch to collect your PPE and tests</i>
Meeting/greeting and issuing tests consent forms and test instructions	<i>Who will be doing this/where will this take place?</i>	<i>In the porch A member of staff will meet you and give you some instructions on how to complete your throat and nose swab</i>
PPE stations	<i>Where will these be positioned so that relatives can access PPE without entry into the homes: Gloves, aprons, visors and masks to</i>	<i>The PPE station will be situated in the porch. You are required to wear gloves, aprons, masks and a visor during your visit.</i>
Consent form filing		<i>In the porch there will a consent form available. We need you to complete this in order to process your test. A visit cannot continue without a negative test result</i>
Test result records		<i>Test results will be recorded by the service. We have been asked to do this by Public Health England and in the event of an outbreak your data will be shared to support Track and Trace</i>
Device for relatives to use to record results	<i>In place With a charger Website stored to make this easier to access</i>	<i>A device will be available at the service for you to register your test results online. Whilst we are happy to support you to find the website and register it to our home you will be asked to complete your own personal details such as date of birth and postcode.</i>
PCR tests and recording available if the test comes back positive	<i>If there is a day when PCR tests cannot be returned, then check staff can book a courier</i>	<i>If your test result comes back positive we will need to complete a further swab and ask you to register a further test. This will then be sent to the lab for processing.</i>
Ensure that staff are aware that they need to supervise visits	<i>Staff are able to record visit on Nourish Staff are able to report if there are any concerns or complaints</i>	<i>All visits need to be supervised. Activities coordinators and/or our Apprentice will supervise and support the visits to ensure that social distancing and PPE is maintained</i>
Location of visits will ensure that other residents are not		<i>Visits will take place in the room of your relative/friend</i>
Ensure that there is a Clinical waste disposal point for PPE when the relatives have finished with this	<i>Where is this going to be located, check cleaning staff are aware</i>	<i>Please dispose of your PPE in the yellow clinical bin in the porch</i>