



Registered Providers and Responsible  
Individuals of Care Home Services in Wales  
Directors of Social Services  
Chief Executives of Health Boards

23 March 2020

Dear Colleagues,

### Guidance for Visits to Care Home Accommodation

The increasing pace of the transmission of Coronavirus throughout our community has led to this advice about arrangements for visiting care homes.

We need to take more steps to protect everyone, our vulnerable people living in care homes and our dedicated staff working in care homes using the support network of families and friends. The task of protecting the most vulnerable people in Wales who live in our care homes cannot be underestimated and robust protection measures must now be in place at all times to reduce the devastating impact of Coronavirus.

Visits to a care home should now only take place when absolutely essential and not as part of routine visiting previously experienced at the home. Non-essential providers such as hairdressers and entertainers should cease attending the care home along with non-essential contractors or service providers.

We recognise the importance of relationships with family and friends in emotional wellbeing and cannot reinforce strongly enough the crucial role visitors can now take in the physical protection of their family and friends by not visiting, while continuing to support emotional wellbeing in alternative ways.

Any request for a visit for a specific purpose felt to be absolutely essential must be made to the care home manager for a decision. The visit, if agreed, should be one person to see the individual and should not include children. We recognise that sensitive discussion will need to take place around residents receiving end of life care.

Any visit felt to be absolutely essential should be restricted to an agreed time of day and for an agreed period when staff can facilitate safe access to the person they are visiting.

The care home should have a clear notice at all entry points into the premises for any visitors setting out the expectations to gain admission.

