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| WELLCOME CARE HOMES LTD | Reviewed 10.03.2020 |
| VISITORS POLICY | Page 1 of 2 |

Wellcome Care Homes are committed to ensuring the health and safety of those living in its care homes we therefore outline our rules for receiving visitors to our premises.

We want to ensure that visitors will not:

- Pose threats to our premises and property
- Distract employees from their work
- Be exposed to danger Minimise risk of infection
- COVID-19/Infectious Diseases

This policy applies to all employees, visiting professionals, contractors, and the public.

The following rules apply for all visitors:

- Visitors should sign in, in the foyer before entering the main building.
- Employees must always tend to visitors and know their whereabouts, who they are visiting while they are inside the premises.
- Our internet usage, data protection and confidentiality policies temporarily cover our visitors while they are on the company premises. They must not misuse our internet connection, or disclose confidentiality.

Contractors

- Contractors, IT technicians and plumbers can enter our premises only to complete their job duties. They must have ID and the senior of the team or maintenance must be present to safeguard residents.
- Our company may occasionally accept the following type of visitors:
 - 1) Job candidates
 - 2) Supplier
 - 3) Investors

Those visitors should enter by written invitation or confirmed verbally recorded in Managers Diary.

Visitors detailed above should be accompanied at all times while on the premises.

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Deliveries

Anyone who delivers mail or packages to the premises should remain in the foyer and that separates and protects vulnerable residents being able to exit the building without the support of a carer accompanying them.

Larger deliveries should be taken and received at the back door and greeted by a senior member of the team.

Dangerous or restricted areas

Employees should not allow unauthorised visitors to enter areas where chemicals are stored. Plant rooms and areas of industrial machine such as laundry. Only qualified contractors should enter these areas to carry out service or repair accompanied by a maintenance member of staff. A Risk and Method Assessment should be supplied by the contractor and a risk assessment should be completed by Management for any potential risks.

COVID-19 Virus - Infectious Diseases

In the event of infectious diseases management should collate information and evaluate potential risks. Inform family/friends to make them aware of potential risk advise them of intentions to minimise potential risk, if necessary close doors to visitors until further notice.

Staff to follow infectious control policies to minimise potential risk of spreading diseases.

- In the event employees may need to care for a family they will be supported through difficult periods. They will be entitled to take annual leave, unpaid leave to minimise risk to those living and working in the home.

10 March 2020

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