

Terms and Conditions

Background

The covid-19 pandemic to date has killed a significant amount of people across the UK and the World, and throughout the pandemic, we have made the safety and health of all our residents and staff our priority.

As this pandemic continues with ever-changing guidance from the Government, Public Health England and NHS we are all adapting and altering how we do things and reacting to the guidance and information we are given. Everyone at Holden Grange Care Group have from the start protected our residents, staff and their families by putting a range of measures in place. We believe this next stage is critical, and we have implemented these measured approaches are for the primary purpose of protecting life and the health & safety of all. By doing so we will be compliant with all health and safety legislation and fulfilling our duty of care.

For these reasons we always ask that you read these terms and conditions and comply with them.

Holden Grange Care Group's terms and conditions for visiting family and friends for all sites covid-19 pandemic 2020:

Holden Grange Care Group reserves the right to alter remove or change these terms and conditions at any time.

Holden Grange Care Group reserves the right to stop, suspend any of the visits as required. This may be because there is an outbreak of the virus in the building or we are advised to do so be a relevant body.

Holden Grange Care Group reserves the right to suspend or stop an individual visiting for non-compliance with these terms and conditions.

All visits must be pre booked for one of the available dates and times. To book telephone 01274 592723. By booking the visit you confirm and fully agree to all terms and conditions set out by Holden Grange Care Group.

Only two people can visit at one time. Visiting time slots cannot be split for multiple persons to visit.

Visitors must not have any physical contact with any resident as this risks the passing of the virus. Any witnessed contact may result in the banning of that person from visiting again and the resident needing to isolate for 14 days.

All visitors must comply with any reasonable instruction given by any Holden Grange Care Group staff member.

All visitors must comply with all health and safety rules and procedures that are place.

All visitors should wear freshly laundered clothing when attending a visit.

All visitors must follow any warning signs and directional arrows.

All visitors must use hand sanitiser as directed.

Visitors will ring the home from outside the gate to inform them they have arrived

Visitors are not allowed to come in the building at any time.

Any individual attempting to visit without booking in advance will be turned away and may be prevented from future visits until the pandemic is over.

All visitors must leave at the requested time.

All visitors must arrive on time and leave promptly. If they arrive late visits will still finish at the given time.

Holden Grange Care Group hopes that you understand that these rules and procedures are put in place in unprecedented times and we want nothing more than to go back to something more normal. But until that time we hope that you will work with us to keep all our residents and staff safe.