



THE MEALLMORE CARE HOME GROUP

Caulfield House, Cradlehall Business Park, Inverness, IV2 5GH
Tel: 01463 795050

3rd December 2021

Dear Resident & Relatives

A Meallmore Christmas Visiting Message

As we look forward to the festive season, we want to take the worry out of the ‘can and can’t do’s’ with regards to visiting and celebrating with your loved ones in our care. Fundamentally current visiting guidance will continue through the festive period.

This means that all residents can welcome one indoor visit per day by an individual or a small family group with no time limits on visits. This will include Christmas Day and New Year’s Day. However, we would ask you to observe protected mealtimes to allow our residents to enjoy the festivities with their friends and fellow residents in the homes. Special requests to join your loved one in the home for a festive meal can be made to the Home Manager, who will risk assess and accommodate where they can.

Please contact the home at least two weeks prior to the requested date to discuss. If you are planning to take your loved one out or home for festivities, again can you please arrange with the home in advance. We would encourage families to consider risks associated with outings and overnight stays for the residents.

We would advise to observe local covid-19 guidance and avoid large groups. Where possible we would suggest that all parties are LFD tested prior to the resident attending an external event. Residents would not require to isolate on return from outings, however staff will be extra vigilant in monitoring for early indicators of signs and symptoms of Covid-19 on resident’s return.

Outside visits can still be accommodated, but at this time of year we urge families to plan their festive indoor visits sensibly and spread their visits across the festive period to aid in avoiding a Christmas day overload in our services which as you can appreciate, puts your loved ones at higher risk.



Gifts

At this time of year, the joy of gift giving cannot be underestimated. We are aware that deliveries and gifts coming into our homes will start to increase as the month goes on.

Our process for receiving external items into the home are as follows:

All deliveries and gifts will be sprayed with a decontaminate solution on arrival. This will have a 10-minute contact time before it is then deemed safe to enter the home and be passed to the resident. *Please note that if you are happy with gifts being sprayed as above, then the internal items must not have been touched for at least 72 hours prior to being unwrapped by the resident.*

If you are sending something that you do not want sprayed with decontaminate solution then you can deliver the gift at least 72 hours prior to Christmas Morning where they will be stored by the home safely to ensure the 72-hour non-contact time is observed.

As always, the above visiting approach is subject to change should an outbreak occur. Should this be the case, the Home will contact families to advise of appropriate named person and essential visiting approaches.

We wish you all a very happy festive period and thank you in advance, as ever, for helping us do our utmost to keep our residents safe this winter.

Kind regards

Mary Preston
Operations Director