

COVID-19 Pandemic - Essential Visitors (Retirement Living Schemes) - Guidance for Managers

We are limiting visitors to all MHA **services** as a precaution. Essential visitors would include:

- Healthcare professionals – e.g. GPs, District Nurses, Paramedics
- For some residents, Chiropody might be an essential service (e.g. for Diabetics). Entry is at the discretion of managers)
- Area Managers
- MHA Quality Business Partners – where this has been identified by the Head of Housing/ Head of Quality Improvement as an essential review or where they are providing essential support
- Chef Coaches – where this has been identified by Head of Housing/Hotel Services Lead
- Health and Safety Auditors (Capita) - dependent on risk and may be a limited schedule
- Area Support Managers
- Maintenance agreed as essential by Director of Operations/Director of Property
- At the discretion of the manager relatives visiting under exceptional circumstances (e.g. end of life care) or people who provide essential support –
- Agency carers/ contracted catering staff (where applicable)

For MHA Schemes that are closed or affected by a possible COVID-19 outbreak essential visitors would include:

- Healthcare professionals e.g. GPs, District Nurses, Paramedics
- Area Managers
- Any MHA colleague assigned to assist by Area Managers (e.g. Quality Business Partners, Area Support Managers)
- Agency carers/ contracted catering staff (where applicable)
- At the discretion of the manager, relatives visiting under exceptional circumstances (e.g. end of life care).

All other potential visitors or supporters who might be able to help must be discussed with your Area Manager and risk assessed prior to entry. Visits by children under the age of 18 should be discouraged where age is known/