

Adult Care Services



Adult Care Services
Hertfordshire County Council
County Hall
Pegs Lane
Hertford
Herts, SG13 8DP
Date: 4 December 2020

Dear Families and Carers,



There is good news about vaccines, rapid testing and visits to care homes



We want to keep people in care homes safe and to safely allow some home visits

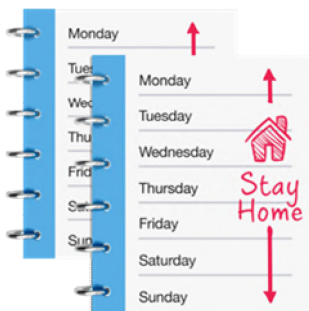
To keep people in care homes as safe as possible home visits are only for

- people of working age
- older people who are very ill



This is because Coronavirus is much worse for older people

Sometimes older people really need to see their family even if there is a risk of Coronavirus



To make the home visit safe

For 2 weeks before the visit you should stay away from other people as much as possible



Only mix with your family bubble and your support bubble for 2 weeks before the visit



Your whole family bubble may need to take a test before the visit

The care home might have a test you can do that gives results quickly



When someone from a care home is visiting you in your home you must only mix with your family bubble and your support bubble

Do not mix with anyone else



If a care home has a Coronavirus outbreak

For the next 28 days visitors should not go in and people living in the care home should not go out



Someone from a care home visiting you may have to self-isolate in your home

If they or anyone in your household get symptoms or test positive for Coronavirus



Someone from a care home who visits you will need to self-isolate when they go back to the care home

Think about how they might feel



Home visits are important but there are risks to think about

Care homes are not all ready to support visits outside the care home

Care homes do not all have quick tests yet



If you are unhappy talk to the care home first

You can also talk to your social care team



We would like to wish you the very best for the Christmas season

Your sincerely

A handwritten signature in black ink that reads "Jim McManus".

Jim McManus
Director of Public Health

Yours sincerely

A handwritten signature in black ink that reads "Chris Badger".

Chris Badger
Interim Director of Adult Care Services