

# What to expect at your Care UK home showround

We're delighted to be restarting home showrounds and we're looking forward to welcoming you to our home.

Of course, these are still far from normal times, and keeping our residents, colleagues and visitors safe is our priority. Now that you have made an appointment to view a Care UK home and had your initial health screening, we want to explain a little more about what to expect when you visit.

We've put together some guidelines to enable you to experience a safe and useful viewing while minimising the risk of infection for residents and colleagues.

## Here's what to expect

1. We're currently providing 30-minute viewings for one person per viewing.
2. The showround will not be the usual internal viewing but a garden-based viewing, with the opportunity to see a vacant bedroom and communal areas through patio doors.
3. We ask that you do not bring children under the age of 13 with you.
4. Please put on a face mask before you enter the home.
5. Please leave coats, jackets and bags in your car or at home.
6. We ask that you keep to social distancing measures throughout your visit. While we'll be very happy to see you, don't be offended if we don't shake hands to welcome you.
7. When you arrive, we will ask you to wash your hands or use the hand sanitiser provided. We may also request to take your temperature and ask you further pre-screening health questions.
8. You are likely to meet a limited number of our team members- this will probably be the Home Manager or Deputy Manager.
9. While we would normally offer visitors refreshments, the home may not be offering its usual levels of hospitality. Please don't be offended by this change.
10. Toilet facilities will be available in the reception area.

Thank you for your support in helping to keep everyone in our home safe and well.

If you have any questions before or after your visit, please get in touch with the Home Manager or Customer Relations Manager.

We look forward to welcoming you soon.

A handwritten signature in black ink that reads "Rachel".

**Rachel Gilbert**  
Care, Quality and Governance Director

