Visiting The Shrubbery

A friendly guide for family and friends

Visits are **very welcome**. They are good for the people who live here.

When you arrive

Please **ring the doorbell**. A member of staff will let you in.

Please **sign the visitors' book** when you arrive and when you leave. This keeps everyone safe if there is a fire.

While you are here

We have **protected mealtimes**, so people can eat without being disturbed. Please try not to visit then. Mealtimes are shown by the door.

Brought **food or drink**? Please tell staff first. Some foods are not safe for some people.

Brought **money, valuables or clothes**? Please tell staff, so we can record them and label clothes.

Children are welcome. Please keep them with you at all times.

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Please do **not** go into the kitchen, laundry, sluice or store rooms.

Want to talk about someone's care? Please ask the **senior on duty** or the manager.

If there is an **illness outbreak**, we may ask you to stay away for a while. We will tell you when you can visit again.

Aa

You can have this leaflet in **bigger print** or **another language**. Just ask a member of staff.

All our family leaflets
Scan with your phone camera, or visit winchester-care.co.uk/families

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