

Staying in contact with family and friends in care homes

Virtual visits keeping you in touch



January 2021

Virtual visiting by phone or tablet is a way of keeping in touch if visiting is restricted because of specific circumstances or visiting in person is not possible for your family eg family living abroad or being cared for at home.

We want families and loved ones to stay connected. We know how important these connections are for the well-being of residents and their families at home.

In recent times we have seen how valuable technology has been in keeping loved ones in touch. Our person-centred virtual visiting approach is enabling those really important conversations to happen between those in care home and the people that matter most to them in their lives.

The information in this leaflet will explain how virtual visiting works, and how you can stay connected with your family and friends.

Using your own device

- Residents are encouraged to use their own wifi enabled phones or tablets and to make use of the local wifi where available to stay connected.
- We want to make this as easy as we can, for you to do it safely and comfortably. Care home staff can assist you to connect with family using your own device. Please just ask a member of staff who will arrange a suitable time to help you have a virtual visit and in the meantime please take time to read this leaflet.
- This guidance is for all using devices for virtual visiting and is here to protect you and your family.

Information for families

Please speak to the care home staff in advance to arrange the virtual visit at time that suits your family and your loved one. Staff may be present with our loved one during the virtual visit. Please remember to make sure you have no background noise or distractions when you are making the call to your loved one.

Please follow the guidelines below when having a virtual visit:



Please ensure that no other care home residents can be seen when holding your call.



Always use a front facing camera.



Ensure that nothing can be seen behind you.



Please use headphones if possible.



If you are with family at home when doing the virtual visit make sure it is not too noisy or your loved one may not hear you.



Do not make calls once lights out has occurred.



Make sure your own phone is in silent when not using your it in the care home so as not to disturb others.



Please return the device to staff immediately after use (if using our equipment). This will ensure it is cleaned appropriately and ready for use again.

Thank you for your understanding and co-operation.