



Birtley House

A Guide for our Visitors

Welcome to Birtley House

We are delighted that our home continues to be a warm and welcoming place with daily life full of people popping in and out, seeing loved ones and having fun together. All visits are supported including from friends and family, healthcare professionals, the local community, and volunteers and those who are coming in to provide a service whether that is entertainment, beauty, healthcare, or anything else.

Booking your visit

Visitors to our home are welcome at any time but do consider your loved one's routine and try to avoid visiting during mealtimes, unless you have made a reservation for lunch or afternoon tea*.

*(*Please give at least 24 hour advance notice of any lunch or afternoon tea booking. Charges available at reception.)*

We do still operate a booking form system which families find convenient to use and which enables self-management of visits.

<https://outlook.office365.com/owa/calendar/BirtleyHouse@birtleyhouse.co.uk/bookings/>

Alternatively, visits can be made by emailing reception@birtleyhouse.co.uk or calling 01483 892055 and one of our friendly receptionists will be happy to help.

When you arrive

There is currently no testing nor requirement to don a facemask when visiting our Home. Facemasks will only be worn if a risk assessment has been undertaken and additional PPE is needed based on this or when delivering personal care. Hand hygiene continues to be robust so please do use the available alcohol gel.

All visitors must sign-in and out at the entrance hall iPad. **It is important to do this each time you visit as this device serves as our fire register.** It is very easy to use but do ask a member of the reception team for assistance if required.

Where you can visit

Visitors are welcome to visit either in-room or apartment, or spend time in our communal areas. As well as the comfortable day rooms, there is a self-service café in the annexe, 'Café 39,' from where residents and their visitors can help themselves to complimentary hot and cold drinks and snacks.

Residents are welcome to leave the care home for outings as they choose, just remember to 'sign-out' via the iPad at the front door before you leave and inform a staff member. Families are also welcome to join in with communal activities and events, just ask what activities have been organised for you to participate in.

Our gardens and grounds

We are very proud of our award-winning gardens and grounds which we encourage our residents and their visitors to enjoy. Dogs are welcome but we do ask that they are kept under control at all times and confined to visiting your relative only in the designated visiting area or room/apartment as agreed in advance. If pets are outside they must be kept on the lead as we do have open water areas in our grounds.

Parking & Toilets

There are a number of designated visitor parking spaces outside the main house. Overspill parking is available in the parkland, just follow the signs at the top of the main driveway.

Visitor toilets are situated in the main reception area, just ask the receptionist on duty. There is also a toilet block in the overspill carpark.

Complimentary Wi-Fi

As a visitor to Birtley House you are welcome to use our complimentary wireless internet access.

Our username is: Birtley House WiFi

Our current password for access is: **BirtleyHouse** (N.B this is case sensitive)

We hope you enjoy your visit!