

Care Home Visitor Policy & Guide

(Pandemic Version)

As you will be aware new government guidance has been published and made available to all care home providers. In light of this guidance the following visitor guidelines have been reviewed to help keep your loved ones safe and to ensure we all stay alert to the virus during these very challenging times.

Please note we will require a negative test result on every visit.

If your loved one is receiving end of life care please contact the care home for a separate visiting guide.

All visits will continue to be arranged by appointment only.

Safe Visiting Area Visits (Screened Visits), supported by testing

Our safe visiting screened areas will allow residents to enter from an internal door and relatives from an external door. Each of the visitor's areas will be partitioned with a Perspex screen and have a speech enhancing device to ensure that you will be able to hear your loved one. The following rules apply to visiting in these areas:

1. **Two visitors will be allowed in the screened area, however the following conditions apply;** Both visitors must be from the same household or in a bubble together. Two people from two different households will not be allowed to visit together due to challenges of social distancing within the screened areas.
2. We are currently not allowing children (under 18) to attend any visits, this is due to the number of contacts children have at school, which is likely to increase the risk when schools fully open again.
3. You **must** book an appointment before coming to the home. We will only be permitted to visit if you have booked a slot, and we ask you to adhere to this procedure please.
4. Appointments will be available from 10am – 4pm every day with the exception of lunch time and 30 minutes after each visit to sanitise the area
5. Your visit must only last a maximum of **one hour**, as other visitors will have booked appointments.
6. You will be allowed to visit your loved one once per week, however if there are additional booking slots available you will be able to visit more often. Once a week will enable everyone to have the opportunity to visit, again please enquire in the office if you would like additional visits.
7. We ask that any gifts you bring in for the resident must be able to be sanitised, this is to ensure that any potential viruses are not brought into the care home. When you book your

call please let the staff member know if you are bringing a gift for your loved one, this can be left in the screened area when you leave and can be sanitised and taken to your relatives room.

8. You must call at the front door to advise the home that you have arrived for your appointment.
9. You will then be asked to go to our testing area and take a Lateral Flow Device test (LFD). This test takes approximately 30 minutes to receive a result, in this time you have the choice to remain in your car or to wait in our testing pod.
10. If your test returns a **positive** result you will be asked to go home immediately and self-isolate. You will be provided with a confirmatory PCR (swab test) by a member of staff, this will be used to confirm your Covid status once you are at home. Unfortunately you will not be permitted to visit your loved one
11. If your test returns a **negative** result, you will be directed to the external door to the safe screened visiting area. You should not make any physical contact with staff, or residents, on the route or arrange to speak with the manager (note: the manager will be happy to discuss any concerns you have via the telephone or by email after your visit).
12. Please bring with you a **face covering** to wear.
13. To ensure that all government guidance is followed we will be unable to allow any physical contact with your relative in the screened visiting areas, or with staff members or other residents and ask you to adhere to the **2m social distancing rules** when being shown to the visiting area.
14. If you need to alert the staff please use your mobile phone, please do not come out of the visiting area to try to find a member of staff. A staff member will come to your assistance as soon as possible. If the resident has fallen please tell the staff on the phone that urgent attention is required.
15. A disposable cup of drinking water will be provided on the table for you before your visit. Please dispose of the cup in the bin provided before you leave.
16. We will unfortunately NOT be able to provide you with any toilet facilities due to infection control measures in place.
17. Following your visit you will be asked again to sanitise your hands as you are leaving. Please exit the care home premises without approaching any residents or staff.
18. A member of staff will clean the safe visiting area after every visit to ensure infection control procedures are followed. In addition they will sanitise any gifts left and pass them to your loved ones.

19. For the test and trace service you will be asked for your contact details, including address and telephone number, if we do not already hold this information. Alternatively, please scan the QR (quick response) code with your phone.

IMPORTANT

Please **do not make an appointment** to visit if you have been feeling unwell recently or any of the following symptoms:

- a new continuous cough
- a high temperature (37.8°C or greater)
- a loss of, or change in, your normal sense of taste or smell (anosmia)
- Had recent contact (in the last 14 days) with anyone with COVID-19 symptoms, or someone who has been confirmed COVID-19 positive
- Have returned from an overseas visit recently and are still in the quarantined period

We do understand that these are extremely difficult times and would like to thank you all for your understanding and patience – together we will do our utmost to keep everyone safe and well.

Indoor Visits (Supported by Testing)

We are pleased that the latest government guidance now includes indoor meaningful visits for one named visitor. We have taken into consideration this new guidance and have detailed our new guidelines below.

Testing is one way of reducing the risk of Covid -19 entering our care homes during visits. We need to stay alert because there is still a risk with this virus. Whilst we will require a negative test before each and every visit we will still require you to wear full PPE (mask, apron and gloves), which we will provide, at all times.

1. **Only ONE named constant visitor will be allowed.** This means that throughout the pandemic you should discuss within your family who the named visitor will be.
2. We are currently not permitting children (under 18) to attend any visits as their contact, at school/college, with other children increases the risk to your loved one.
3. As with screened area visits, you **must** book an appointment before coming to the home. We will only be able to allow you to visit if you have booked a slot.
4. Appointments will be available from 10am – 4pm every day with the exception of lunch time when visiting will cease.
5. Your visit must only last a maximum of **1 hour** to limit the number of indoor visitors, and to continue to protect the residents and staff. If you would like to stay for any additional time, please contact the care home who will be able to advise you whether this is possible or not.
6. You will be able to visit your loved one as many times you wish per week as long as there are appointments available for you to book, which will depend on enabling other people to visit. However additional visits can still take place outside or in our safe screened areas for the named visitor or any other visitors. Please see the guide **'Safe Visiting Area Visits (Screened Visits)'** for further guidance to enable this visit.
7. You must call at the front door to advise the home that you have arrived for your appointment. If you have come in your car to the care home you will be asked to remain in your car, or be taken to our testing pod where a member of staff will, wearing full PPE, ask you a series of questions regarding your health, they will also take your temperature and take your test with an LFD swab. Whilst this can be uncomfortable it is rarely painful. They will then ask you to remain in your car, or in the testing pod until the results are through.
8. If you have come by public transport or have walked to the home you will be asked to go directly to the testing pod, where your test will be taken by a member of staff wearing full PPE, you will also be asked several questions regarding your health and have your temperature taken. You will also be asked to wait in this area until the test results come through.
9. If your test is **negative** you will be provided with, and asked to wear a fluid repellent mask, apron and gloves. If you are exempt from wearing a face mask please notify the home before your arrival and a visor will be provided. You will also be asked to sanitise your

hands thoroughly. You can then visit your relative in their own room. Please make your way directly to the room, do not stop to talk with staff and other residents.

10. If your test returns as **positive** you will be advised to go home immediately and self isolate . You will be given a confirmatory PCR (swab test) by a staff member for you to confirm your Covid status once you are home.
11. The government has agreed that you may hold hands with your loved ones, however we ask that it is no more than this as close contact, such as hugging, remains a high transmission risk, even if you have had the vaccination.
12. We ask that any gifts you bring in for the resident must be able to be sanitised with disinfecting wipes, this is to ensure that any potential viruses are not brought into the care home, please let the home know, when you are booking your appointment, if you are intending to bring in gifts that require sanitising. Our staff will be able to do this for you when you leave. .
13. If you need to alert the staff please use the call bell system in the room. Please do not come out of the room to try and find a staff member, they will be with you as soon as possible.
14. We will unfortunately NOT be able to provide you with any toilet facilities due to infection control measures in place, unless your relative has an ensuite facility.
15. Following your visit you will be asked again to disinfect your hands as you are leaving, dispose of your PPE (gloves, mask and apron) in the bin provided in the foyer and to discard your visor into a bag that will be provided. Please exit the care home without approaching any residents or staff.
16. A member of staff will clean your loved ones room after every visit to ensure infection control procedures are followed.
17. If you need to speak with the manager or staff members please telephone the home when you get home.
18. For the test and trace service you will be asked for your contact details, including address and telephone number, if we do not already hold this information. Alternatively, please scan the QR (quick response) code with your phone.

IMPORTANT

Important: Please **do not make an appointment** to visit if you have been feeling unwell recently or any of the following symptoms:

- a new continuous cough
- a high temperature (37.8°C or greater)
- a loss of, or change in, your normal sense of taste or smell (anosmia)
- Had recent contact (in the last 14 days) with anyone with COVID-19 symptoms,

- or someone who has been confirmed COVID-19 positive
- Have returned from an overseas visit recently and are still in the quarantined period

We do understand that these are extremely difficult times and would like to thank you all for your understanding and patience – together we will do our utmost to keep everyone safe and well.

Thank you for reading and agreeing to these rules.

We hope you enjoy your visit.

Care Home Visitor Policy and Guide For Residents Receiving End of Life Care (Pandemic Version)

All visits must be arranged by appointment only.

End of life In-house visits

An indoor visit for residents receiving end of life care is necessary and deemed acceptable for the wellbeing of our residents and their families:

1. Up to **two** visitors will be allowed in these exceptional circumstances.
2. We are currently not allowing children (under 18) to attend any visits as the risk of children being asymptomatic is high and therefore will increase the risk to residents.
3. As with all other visits, you **must** book an appointment before coming to the home. We will only be able to allow you to visit if you have booked a slot, this means we can limit the number of people in the home at any one time. This will ensure that we can maintain social distancing and infection control precautions.
4. Timings for visits can be fluid, however we do ask you to let us know approximately how long you will be visiting for.
5. We ask that any gifts you bring in for the resident must be able to be sanitised, if you are bringing in gifts for your loved ones please let the office know when you book your appointment and we will arrange for the gifts to be sanitised for you.
6. You must call at the front door to advise the home that you have arrived for your appointment.
7. We will ask to take your temperature, to ensure you have no high temperature which could indicate a sign of infection, and provide you with hand gel to disinfect your hands. Note: if your temperature is 37.8°C or greater you will be advised to go home.
8. You will also be asked to go to our testing area and take a Lateral Flow Device test (LFD). This test takes approximately 30 minutes to receive a result, in this time you have the choice to remain in your car or to wait in our testing pod. Whilst these swabs are uncomfortable they are rarely painful..
9. If your test returns a **positive** result you will be asked to go home immediately and self-isolate. You will be provided with a confirmatory PCR (swab test) by a member of staff to confirm your Covid status once at home. Unfortunately you will not be permitted to visit your loved one

10. If your test returns a **negative** result, you will be provided with a fluid resistant facemask, gloves and a disposable apron. You will be asked to wear the full PPE throughout your visit, which the care home will provide. If you are exempt from wearing a facemask please advise the office when you book and a visor will be provided.
11. You will then be directed to your relatives room by the shortest possible route, you should not make any physical contact with staff on the route to your loved ones room or arrange to speak with the manager (note: the manager will be happy to discuss any concerns you have via the telephone or by email after your visit).
12. Once you are in your relative's room, please close the door and please ensure you wear your PPE throughout your visit.
13. To ensure that all government guidance is followed we encourage you to have no close physical contact, apart from hand holding which the Government has now permitted, and which we are very pleased about. However please maintain non contact and social distancing with staff members or other residents to ensure their wellbeing and safety.
14. If you need to alert the staff please use the call bell in the resident's room, please do not come out of the room to try and find a member of staff. A staff member will come to your assistance as soon as possible. If the resident has fallen please do not attempt to move the resident, please wait for help to arrive.
15. A disposable cup of cold water will be provided on the table for you before your visit. Please dispose of the cup in the bin provided before you leave.
16. If you need to use the toilet facilities please use the ensuite in your relative's room or alternatively please ask before you go to your relatives room, the location of the nearest facilities.
17. Following your visit you will be asked again to disinfect your hands as you are leaving, dispose of your PPE (gloves, mask and apron) in the foyer and to discard your visor into a bag that will be provided. Please exit the care home without approaching any residents or staff.
18. A member of staff will clean your relative's room after every visit to ensure infection control procedures are followed.
19. For the test and trace service you will be asked for your contact details, including address and telephone number, if we do not already hold this information. Alternatively, please scan the QR (quick response) code with your phone.

IMPORTANT

Important: Please **do not make an appointment** to visit if you have been feeling unwell recently or any of the following symptoms:

- a new continuous cough
- a high temperature (37.8°C or greater)
- a loss of, or change in, your normal sense of taste or smell (anosmia)
- Had recent contact (in the last 14 days) with anyone with COVID-19 symptoms, or someone who has been confirmed COVID-19 positive
- Have returned from an overseas visit recently and are still in the quarantined period

This guide will be reviewed in line with updated Government Guidance to take into account any new updates during this pandemic

We do understand that these are extremely difficult times and would like to thank you all for your understanding and patience

Thank you for reading and agreeing to these rules.

We hope you enjoy your visit.

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Garden/Outdoor/Window Visits

These visits will be made available to visitors in order to provide opportunities for more visitors and a greater frequency of visits than our available testing capacity might enable.

1. A maximum of 2 people are able to visit the resident at any one time and all visits will take place in the garden, either in a gazebo or a window visit.
2. We are currently not allowing children (under 18) to attend any visits, this is due to the number of contacts children have at school, which is likely to increase the risk when schools fully open again.
3. You **must book an appointment before coming to the home**. We will only allow you to visit if you have booked a slot.
4. Appointments will be available from 10am – 4pm every day with the exception of lunch time and 30 minutes after each visit to sanitise the area
5. Your visit must only last a maximum of **30 minutes** due to the cold weather. If the day is warmer please do contact the home as they may be able to extend your visit however, only if a slot is available.
6. You will be allowed to visit your loved one once per week, however if there are additional booking slots available you will be able to visit more often. Once a week will enable everyone to have the opportunity to visit, again please enquire in the office if you would like additional visits outside.
7. We ask that any gifts you bring in for your loved one must be able to be sanitised, this is to ensure that any potential viruses are not brought into the care home.
8. You must call at the front door to advise the home that you have arrived for your appointment. We will ask to take your temperature, to ensure you have no high temperature, which could indicate a sign of infection, and provide you with hand gel to disinfect your hands. Note: if your temperature is 37.8°C or greater you will not be able to visit and will be advised to go home.
9. Unlike our indoor or screened visits, you will not be required to take a test, which will mean we need to take additional precautions therefore ask that you **remain at a distance of 2m** from your loved one at all times. You may have seen in government documents that hand holding will be allowed, however, this is for indoor visits only where testing has been undertaken. Therefore we ask that you have no physical contact with your relative.
10. Should your family member attempt to move closer to you, please reassure them and move away to ensure the 2m distancing, this is important to keep everyone safe.

11. We ask that you **wear a face covering** throughout your visit. If you are exempt from wearing face coverings a visor will be permitted. Please bring your face coverings and visors with you to your visit.
12. To ensure that all government guidance is followed we ask that you have no physical contact with staff members or other residents and adhere to the **2m social distancing rules**.
13. When you arrive at the designated visitor area, please take a seat at the visitor table or at the allotted window, if a window visit has been arranged.
14. Please ensure you bring a mobile phone with you in case you need to alert a member of staff to a problem. A member of staff will then come to your aid, if the resident has fallen please do not attempt to move the resident, please wait for help to arrive.
15. A disposable cup of drinking water will be provided on the table for you before your visit. Please dispose of the cup in the bin provided before you leave.
16. We will unfortunately NOT be able to provide you with any toilet facilities due to infection control measures.
17. Following your visit you will be asked again to disinfect your hands as you are leaving. Please exit the visitor area without approaching any residents or staff.
18. A member of staff will sanitise the table and chairs after every visit to ensure everything is ready for the next visit.
19. For the test and trace service you will be asked for your contact details, including address and telephone number, if we do not already hold this information. Alternatively, please scan the QR (quick response) Poster with your phone.

IMPORTANT

Please **do not make an appointment** to visit if you have been feeling unwell recently or any of the following symptoms:

- a new continuous cough
- a high temperature (37.8°C or greater)
- a loss of, or change in, your normal sense of taste or smell (anosmia)
- Had recent contact (in the last 14 days) with anyone with COVID-19 symptoms, or someone who has been confirmed COVID-19 positive
- Have returned from an overseas visit recently and are still in the quarantined period

Thank you for your understanding and patience – together we will do our utmost to keep everyone safe and well. Thank you for reading and agreeing to these rules.

We hope you enjoy your visit.