

Care Home Visitor Procedures & Guide

(Pandemic Version)

As you will be aware, new government guidance has been published, on the 4th April 2022, with further changes made, these changes remove all but a limited number of restrictions. The following guidance will cover all areas of visiting with the exception of outbreak visiting which will be addressed below.

Visitors will no longer need to book an appointment with the home, and will be able to visit when you wish to, although indoor visiting will be restricted to your loved ones room at present.

All visitors to our care homes continue to have an important role to play in helping to keep your loved ones safe by carefully following the procedures described in this guidance.

IMPORTANT

Please do not visit:

1. if you have received a positive Covid test within the last 10 days
2. if you have been feeling unwell recently, even if you have been fully vaccinated and have received a negative result
3. if you have been in contact with someone who has tested positive, even if you are legally not required to isolate, you will need to refrain from visiting for 10 days (even if fully vaccinated)
4. if you have any of the following symptoms:
 - a high temperature or shivering (chills) – a high temperature means you feel hot to touch on your chest or back (you do not need to measure your temperature)
 - a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
 - a loss or change to your sense of smell or taste
 - shortness of breath
 - feeling tired or exhausted
 - an aching body
 - a headache
 - a sore throat
 - a blocked or runny nose
 - loss of appetite
 - diarrhoea
 - feeling sick or being sick

Note: the above applies to all visitors including those who have had both Covid vaccinations, booster and flu jab.

1. General visiting in the home, outside or in the screened safe areas.

1. We are pleased to say that you will now be able to visit your loved ones as many times as you wish to. Booking an appointment is no longer necessary.
2. You no longer will need to provide a test before you visit although please take note of the important notes provided on page 1 of this guidance and do not visit if you have any of the named symptoms, or have tested positive for Covid-19.
3. We ask that all visits take place either in your loved ones room, or outside in the garden, the reason for this is we are still being cautious regarding large numbers of people meeting in communal areas and hope you understand.
4. We ask that you follow all infection control and prevention measures when walking through the home and we ask that you continue to wear a face mask and sanitise your hands on arrival and when you leave.
5. If you need to alert the staff please use the call bell system in your relative's 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.

2. Essential Care Givers

1. The essential care giver role is vitally important to supporting residents' health and wellbeing.
2. All residents will continue to be supported to choose an essential care giver to benefit from companionship and additional care and support provided by someone with whom they have a personal relationship.
3. Essential care givers will need to follow the same testing arrangements as the care home staff, this includes taking a **lateral flow test twice per week**, which will need to be presented to the staff on site.
4. Essential care givers should ensure PPE is worn if carrying out personal care for your relative

3. In the event of an outbreak of Covid-19

- In the event of an outbreak in a care home, the home will limit visits to one person per resident, if the United Kingdom Health Security Agency (UKHSA) confirms this is acceptable (except in exceptional circumstances such as end of life).
- In the event of an outbreak, other methods of maintaining contact between residents and their loved ones will be supported and is likely to include:
 - a) visits in well-ventilated spaces with substantial screens, visiting pods or from behind windows (if approved by the UK Health Security Agency (UKHSA))
 - b) telephone calls

- c) video calls
 - d) newsletters
 - e) emails, letters, cards or photographs
- In the event of an outbreak of a variant of significant concern, all visiting may have to cease until the outbreak is confirmed as over following guidance from the (UKHSA).

5. Further Information

If the care home makes a decision you disagree with, please, in the first instance speak to the care home manager and ask to discuss the situation.

If you think the care home is not following visiting guidance, please raise the matter with the home. If you are not satisfied that the issue is resolved, you can contact the Care Quality Commission (CQC).

The CQC is responsible for inspecting the safety and quality of care provided in care homes, and they will consider if they need to investigate.

Contact CQC National Customer Services Centre by:

- emailing enquiries@cqc.org.uk
- calling 03000 61 61 61

We continue to thank you all for your understanding and patience throughout the past two challenging years.

We would appreciate your visit feedback, which is always very much welcomed and gives other visitors insight into our homes and services. If you would like to provide feedback for us on the [carehome.co.uk](https://www.carehome.co.uk) website, please ask for a card or go directly to the website and select 'submit a review' from the task bar.

We do hope you enjoy your visit

