

# Visitor Restrictions COVID 19

## Aims of the Policy

The aims are to promote an open ethos whereby all visitors are made welcome and comfortable during their visit and are treated with courtesy and respect whilst maintaining strict Infection Control Procedures (ICP) in order to protect our residents, staff and our visitors from COVID 19.

The policy thus aims to minimise the risks of COVID 19 transmission to residents, staff and visitors by the continued use of the current ICP being carried out in each of our homes and additional mitigating measures to allow limited visits to the home albeit visitors will be restricted to the grounds only.

Whilst every effort will be made to facilitate a visit, there may be occasions when it may be cancelled. Visitors should be aware that this may be at extremely short notice in order to protect our community.

## Pre – visit discussion

Prior to a visit taking place, the management team will discuss the following with any visitors:

- visit by appointment only;
- the Home will agree a maximum of two visitors per visit, and an additional visitor maybe approved for mobility reasons - this will be at the management teams discretion;
- maximum 30 – 45 minute visit;
- discuss shielding residents;
- the visit will be limited to the garden only and /or the grounds;
- visitor(s) is/are requested to bring their own drinks;
- the home will not be accessible to visitor(s);
- children should not visit unless there are exceptional circumstances;
- visitors should be symptom free from coronavirus prior to visiting;
- if visitor is symptomatic / has a temperature they should not visit the home;
- visitor will be advised to leave unnecessary belongings in car before entering garden / allocated area
- visitor(s) are to complete a 'Visitors' Agreement' form prior to arrival or on arrival;
- visitor(s) to be advised on where to go and what to do on arrival;
- alternative arrangements for residents who are unable to maintain 2m distance.

## During the visit

On arrival and during the visit:

- contact the home on arrival (main door or call) as advised;
- staff will take completed 'Visitors' Agreement' or provide an agreement to complete;
- staff will ask visitor if they have a loss or change of sense of smell or taste, staff will ask visitor to carry out a smell test.
- staff will ask visitor(s) if they have any current Covid-19 symptoms and their temperature(s) will be taken and recorded on 'Visitors' Agreement' form. If temperature is high, staff will not allow visitor(s) to enter the grounds;
- visitor(s) advised not to come within 2m of resident and maintain the distance at all times;
- chairs to be arranged at least 2M distance – staff to arrange prior to visit;
- physical barrier (ie table) to be in place where necessary;
- visitor(s) to be provided with sanitiser and mask (optional) on arrival;
- visitors maybe asked, along with resident, to wear visors;

- visitor(s) to be advised on use of nurse call and when to use (emergency / completion of visit).

#### **At the end of the visit**

- visitor(s) advised to make the first move with regards leaving the grounds;
- visitor(s) offered sanitiser
- staff advise visitor(s) that if they become symptomatic following the visit, they should self-isolate for 14 days and contact 111 and the home;
- staff available to assist resident and escort visitor from grounds;
- if the visit has caused a negative effect on resident, further visits may not be allowed – management team will discuss with visitor

**Review Date: October 2020**

## Visitors Agreement

Home: .....

Date: .....

Time of visit: .....

Visiting: .....

Name of visitor(s): .....

Contact Email: \*  
(Each visitor) .....

Contact No: \*  
(Each visitor) .....

Have you had a COVID 19 test? .....

If yes, what date was the test? .....

Have you been in isolation? .....

If yes, what date did you complete isolation? .....

Have you a loss or change of sense of smell or taste .....

I agree to carry out a smell test.

(the test will consist of asking you to smell a substance e.g. coffee or lemon to confirm sense of smell)

I agree for my temperature to be taken.

*(I accept that if my temperature is 37.7 or above on arrival, for the safety of the home's community, I will not visit as previously arranged).*

Temperature

I agree to maintain social distancing (2m) at all times during the visit

I agree to follow the content of the Visitor Restriction COVID 19 Risk Assessment

Signature .....

Date .....

\* For track and trace purposes

**September 2020**