

# 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 whilst following the latest Government Guidelines and as directed by our local Directors of Public Health.

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.

## Visitor Numbers

Visitor numbers will be limited to a maximum of 1 constant visitor where possible. This means the same family member visiting each time to limit the number of different individuals coming into contact and therefore reduce the risk of disease transmission from multiple different routes.

## Types of Visits

We can offer window visits, or subject to Government Guidelines and as directed by our local Directors of Public Health, from 8 March 2021, we are able to offer a dedicated room which is directly accessible from the outside.

We recognise the importance of visiting as residents approach end of life, therefore notwithstanding the national restrictions or local tier system in which our homes are placed, we will continue to allow these visits.

## Stopping Visits

We will stop visits within our care homes on the following occasions:

- A national lockdown is implemented
- An outbreak is declared by Public Health England (PHE) Health Protection Team
- As advised by the local Director of Public Health
- Staffing levels fall below safe visiting practices

Visits may be stopped at very short notice, we appreciate this is upsetting, but our priority is the protection and safety of our communities (residents and staff) within our homes. Exceptionally, end of life visits will continue as will window visits.

Regular updates will continue along other social media and phone calls.

## Monitoring Visits

We recognise the need for privacy during any visit, but we need to balance this against the risk of visitors introducing infection into our homes albeit inadvertently. Therefore, we may monitor internal visits via CCTV and on occasions when deemed necessary, this may be supplemented by a member of staff who will be able to support some of our residents during a visit.

## **Communication**

During a visit, some residents may struggle to recognise or remember you, particularly as you will be required to wear a face mask. In order to overcome some of the recognition barriers, it is suggested that you:

- speak loudly and clearly
- maintain eye contact
- do not wear a hat or anything else that might conceal your face further
- wear clothing or hair in a way that a resident would more likely recognise you

If we have them available, then staff will try to prepare residents for visits by looking at photographs of the visitor and reminding them about their relationship.

## **Frequency of Visits**

Friends and family are advised that their ability to visit care homes is still being controlled, is based on a dynamic risk assessment, and is subject to the specific circumstances of the care home and those living and working within it. This is likely to mean that the frequency of visits is limited and/or controlled.

## **Gifts**

To prevent cross contamination, if you wish to bring gifts, we ask that they can be easily cleaned. Staff will provide guidance as to where to leave gifts. Please note that gifts will need to be quarantined for 72 hours prior to being received by the resident.

## **Arranging A Visit**

All visits to each home will be on a pre-booked basis only. If you wish to arrange a visit, please call the home in the first instance. Ad hoc visits will not be enabled.

## **Window Visits, Pre-Visit Discussion**

Prior to a visit taking place, the management team will contact the visitor and discuss the following:

- the specific window in which the visit will take place
- duration and timing of the visit

## **Window Visits, During the visit**

- on arrival visitor to contact home
- during the visit, where possible the window will be open therefore the visitor is to maintain social distancing of 2m.

## **Dedicated Room Visit - Pre – visit discussion**

Prior to a visit taking place, the management team will contact the visitor and discuss the following:

- visit limited to a single constant visitor wherever possible.

**March 2021**

- maximum 60 minute visit, excludes lateral flow test (approx. 30 minutes);
- discuss shielding residents;
- visitor to carry out lateral flow test on arrival;
- other than the dedicated room, the home will not be accessible to visitors;
- 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;
- if visitor has had a loss or change of smell or taste they should not visit the home;
- visitor will be advised to leave unnecessary belongings in car before entering the building;
- visitor is to complete a 'Visitors' Agreement' form prior to arrival;
- visitor to be advised on where to go and what to do on arrival;
- visitors will be advised of infection control procedures in place.

### **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 visitors if they have any current Covid-19 symptoms and their temperatures will be taken and recorded on 'Visitors' Agreement' form. If temperature is high, staff will not allow visitor to enter the building;
- visitors to carry out hand hygiene with alcohol gel provided
- visitor advised not to come within 2m of staff and maintain the distance at all times;
- on arrival at visiting area, visitors encouraged to read latest visitor policy and risk assessment;
- staff will advise on lateral flow test, whilst waiting result (20-30) minutes, visitor will remain behind screen;
- staff will advise on donning PPE;
- negative result – visitor to enter dedicated room
- positive result – visitor will **not** be permitted entry in to the home. Visitor will be required to complete a confirmatory Polymerase Chain Reaction (PCR) test that the home will provide, visitor will be asked to go home immediately and self-isolate until PCR result received;
- invalid or void result – visitor will be asked to take another lateral flow test. If the re-test is invalid, the visitor will **not** be permitted entry in to the home;
- visitor to be advised on use of nurse call and when to use (emergency / completion of visit).

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

- visitor to alert staff via nurse call system.
- visitor to carry out hand hygiene with alcohol gel provided and remove PPE as advised by member of staff
- staff advise visitor that if they become symptomatic following the visit, they should self-isolate 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 permitted – management team will discuss with visitor

### **Lateral Flow Testing**

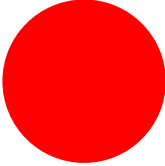
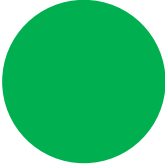
Lateral flow tests are helpful in detecting some cases of COVID-19 but will not identify all infections, therefore, visitors must abide by the other precautions in place.

**March 2021**

## Home Status

Each of our homes falls under differing COVID catchment areas so may be subject to being placed on a local lockdown.

We intend to capture and update this status (red – internal visits stop, green internal visits accepted) on our website and social media platforms.

Status	Action	Reason
	Internal visits stop, with exception of end of life visits.	A national lockdown is implemented An outbreak is declared by Public Health England( PHE) Health Protection Team As advised by the local Director of Public Health Staffing levels fall below safe visiting practices
	Internal visits	

**Review Date: April 2021**

**March 2021**

## Visitors Agreement

Home: \_\_\_\_\_

Date: \_\_\_\_\_

Time of visit: \_\_\_\_\_

Visiting: \_\_\_\_\_

Name of visitor: \_\_\_\_\_

Contact Email: \* \_\_\_\_\_

Contact No: \* \_\_\_\_\_ \* For track and trace purposes

have you had a COVID 19 test?.....Yes/No

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

what was the result of the test? .....Negative/Positive/Inconclusive

have you been in isolation? .....Yes/No

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

have you been feeling unwell recently?..... Yes/No

have you had recent onset of a new continuous cough?..... Yes/No

have you noticed a loss of, or change in, normal sense of taste or smell?....Yes/No

do you have a high temperature?.....Yes/No

have you had recent contact (in the last 14 days) with anyone with COVID-19 symptoms or someone with confirmed COVID-19. If yes, should you be self-isolating as a family member or as a contact advised to do so by NHS Test and Trace?.....Yes/No

have you returned from an overseas visit recently and are you still in the quarantine period?.....Yes/No

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 follow the content of the Visitor Restriction COVID 19 Risk Assessment and latest Visitor Restriction policy

I agree for the home to record my lateral flow test result.

**March 2021**

Date .....

Signature .....