

# Visitor Protocol – Family Members

Updated May 2021

As we continue to enable visiting to our care home, your continued support in protecting our residents and team members, as well as the local community and yourself as a visitor, is crucial. We thank you for following the measures below at all times.

These guidelines will be reviewed on an ongoing basis, alongside the situation in the home and the local community. Regrettably, we reserve the right to change, cancel or suspend visiting at short notice if required.

## Before Visiting

- If the home meets the set criteria, an appointment will be booked in advance and agreed with you, the home and the resident, where appropriate.
- Visits will be arranged for each resident twice a week and kept to a maximum of 1 hour to allow enough time for all visits to take place and for each visitor to complete the required documentation, adorn the PPE and safely exit afterwards.
- Each resident can have two visitors at a time.
- Visits from children will be facilitated but should be carefully considered by the family. All children will need to be able to follow infection control measures including social distancing, the wearing of PPE (where appropriate) and minimising physical contact. A child visiting will be counted towards the maximum number allowed for the visit.
- Visits with pets will be supported, whereby the pet stays outside of the home or in the resident's bedroom and has no contact with team members or other residents. Please note there are no facilities within the home to care for animals.
- We ask that, where possible, you do not take public transport to travel to the care home
- Please contact the home the day before your visit to ensure the situation has not changed
- Please do not bring food or drinks in for the resident, unless shop bought and in a sealed packet

- Infection control best practice recommends individuals are 'bare beneath the elbow' so we ask that you wear minimal jewellery on your hands and wrists before arriving for a visit

## On Arrival

- You will be met by the Care Home's Visitor Champion, who will support you throughout the visit
- The Visitor Champion is dedicated to supporting all visits at the home. You will be unable to meet with other team members during your visit
- Your temperature will be taken and you will be asked to wash your hands and use hand sanitiser
- You will be asked to wear a face mask and apron which you will need to wear throughout the visit. Children aged 11 and over should wear the same PPE as adult visitors. You will no longer need to wear gloves during your visit as thorough handwashing will replace this requirement.
- The Visitor Champion will complete the Visitor Declaration and Test & Trace Log with you on each occasion that you visit
- Please hand any items you bring for your relative to the Visitor Champion to be sanitised to minimise cross-contamination
- We would ask that you try to avoid bringing coats and bags into the Home but if necessary please hand your coats and bags to the Visitor Champion to be stored in a secure location during your visit

## During your Visit

- You will be taken directly to the location for the visit by the Visitor Champion and you will not have access to other areas of the home. If the visit takes place in the resident's bedroom, a window should be opened to improve ventilation.
- We ask that social distancing measures are adhered to by all visitors including children, with the exception of handholding.
- Only limited refreshments will be available during your visit, using disposable cups which must be placed in the bin immediately after use
- There will be one visitor toilet available
- A strict cleaning protocol will take place before and after each visit, focusing on high traffic areas and the designated visitor area

## On Leaving

- At the end of your visit, the Visitor Champion will escort you directly back to the entrance of the home where you will be able to remove and bin your face mask and apron and wash and sanitise your hands before leaving
- On arrival home, we recommend you wash your hands and change and wash your clothes

# Rights and Responsibilities

Our Visitor Protocol centres on the safety and wellbeing of those living and working in our care homes and includes a set of rights and responsibilities for visitors and our Care Homes.

## Rights

The Care Home has the right to:	Visitors have the right to:
Mitigate the risk of infection by refusing entry to the home to anyone, or requesting that a person leave the premises, for any justifiable reason consistent with this protocol	Access the care home in accordance with the requirements set out in the Visitor Protocol
Consider increased visitor restrictions when an outbreak (including non-COVID-19) occurs within the home, or a declared outbreak has occurred within the home's local area or if there are other extraordinary circumstances that require it  Usage of such circumstances will be closely monitored	Be notified by timely and regular updates and information about what is happening in the home, in relation to visiting and local COVID-19 prevalence and transmission risk
	Be provided and supported with additional ways to connect with family members such as using video conference or telephone calls in addition to a limited number of in-person visits

# Responsibilities

<b>The Care Home has a responsibility to:</b>	<b>Visitors have a responsibility to:</b>
Provide a clear policy and information on how visits will be facilitated, using a dynamic risk-based approach, and make this publicly available as needed	Follow the home's Visitor Protocol, including booking in advance
Provide clear information about how the visit will work and the infection and prevention control measures that must be followed	Not to visit when unwell or displaying any signs of a cold/flu, respiratory or COVID-19 symptoms
Appropriately support team members in order to facilitate visits including written processes and procedures	Respond truthfully to the COVID-19 screening questions and to sign the Visitor Declaration
Treat all visitors with respect and courtesy and to provide clear instructions about visiting the care home	Treat all team members with respect and courtesy, and to follow the instructions on the Visitor Protocol
Proactive communication with residents and families where an outbreak occurs, and the impact on the Visitor Protocol	Follow visiting requirements including, infection and prevention control measures such as washing hands, remaining in designated areas and meeting social distancing requirements – as directed by the care home team – and that failure to do so may affect access to future visits