

Visitor Protocol – Family Members

Updated July 2021

As we continue to offer a higher number of visiting options in our care homes, your continued support in protecting our residents and team members, as well 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 in line with national guidelines, the local guidance and the situation in the home. Regrettably, we reserve the right to change, cancel or suspend visiting at short notice if required.

Before Visiting

- The home will offer a range of visiting options, in line with local guidance and advice from Public Health, to support meaningful contact. These include visits in the resident bedrooms for named visitors, a dedicated visiting area within the home or within the grounds of the care home, alongside online virtual visits.
- We would ask you to organise your visit in advance with the home so that the team can support all visitors in the building at any given time. In most instances, visits can be organised via the online booking system available at www.fshc.co.uk/book-a-visit or over the telephone.
- There will no longer be a time limit on the length of any visits and this will be facilitated in the home in agreement with you as the visitor, the home and resident
- For visits in the resident's bedroom, we will ask each resident to identify the individuals they would like to have as their 'named visitors'. There is no longer a limit on the number of named visitors each resident can have. If the resident does not have the capacity to make this decision, the home will contact the nominated individual to agree this with them.
- To facilitate visits for additional family members and friends we will continue to offer visits within other areas of the homes such as a visiting room and within the grounds.
- It is strongly recommended that residents and visitors receive 2 doses of the vaccine before conducting visits as it significantly reduces the transmission of infection.

- Visits from children will be facilitated but should be carefully considered by the family and agreed with the home. 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.
- Visits with pets will be supported. 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.

On Arrival

- If your visit is taking place indoors, you will be asked to bring the result of a Lateral Flow Device (LFD) test completed that day with you as proof of a negative test. If you are unable to complete the test at home or elsewhere, you can still complete it at the care home prior to your visit, waiting outside for the result. Only if the result is negative will the visit then proceed. Children under the age of 11 will not be asked to take a Lateral Flow Device (LFD) test.
- If your visit is a socially distanced garden visit, a Lateral Flow Device (LFD) test is not necessary.
- You will be asked to wash your hands and use hand sanitiser
- You will be asked to wear a face mask which you will need to wear throughout the visit. You will no longer need to wear gloves or an apron during your visit as thorough handwashing will replace this requirement.
- Please hand any items you bring for your relative to a member of the team to be sanitised to minimise cross-contamination
- Please complete the Visitor Declaration and Test & Trace Log on each occasion that you visit the home

During your Visit

- Please go directly to the location of your visit and, where possible, limit your movement in other areas of the home
- We ask that you follow social distancing measures with team members and other residents and visitors throughout your visit
- If your visit is taking place in the resident's bedroom, a window should be opened to improve ventilation.
- During indoor visits in the visiting room, you will be asked to sit behind the Visitor Screen with the resident on the other side.
- 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 room

On Leaving

- At the end of your visit, please go directly to exit the home where you will be able to remove and bin your face mask and wash and sanitise your hands before leaving

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

The Care Home has a responsibility to:	Visitors have a responsibility to:
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