



Introduction

This policy will discuss the easing of visitation restrictions, to enable safe, risk assessed restricted visitation.

Though we are still in the early days of easing lockdown, we think it is the appropriate time for safe visitations to take place. We need to understand that most of the people we support are over 70 and are living with health conditions that could potentially put them at increased risk of not only catching COVID-19 but having further health complications as a result.

All decisions about visiting will always be made following discussion with the resident, their relatives, and our team.

Aims

The aim of this policy and all associated documents and risk assessments is to:

- Ensure the safety of our family, their relatives, our team, and any other visiting professional
- Ensure that those who are required or wish to shield/self-isolate are supported to do so
- Ensure the risk of infection and cross transmission is minimised
- Ensure that the mental health and wellbeing of those who live with us is supported.

How does COVID 19 spread?

COVID-19 spreads largely by droplets of infected breath getting into the nose or mouth of non-infected people or getting onto surfaces which people then touch and carry the virus into their mouth or nose when they touch their face. This happens even if you don't have symptoms. We want to stop this.

You may feel you're not infected. But it's possible that you or another visitor could be infected without knowing it, or indeed have your hands contaminated by the virus on arrival. Treating every visitor the same is a sure way to reduce the chances the virus has to pass onto residents.

Garden Visits

While we appreciate the importance of family visits, our first priority must remain the safety of residents, staff and visitors. We are very mindful that there may be a second wave of infection as lockdown restrictions are loosened and as we get closer to the flu season. We want to do all we can to minimise this risk in our home.

With this in mind we have been exploring different options to enable relatives or close friends to visit with their loved ones in ways that adhere to current Government guidance and protect both visitors, residents and staff.

As a first stage, we are putting procedures in place to enable outdoor visits. We aim to allow the visits to begin the first week of July but this will be confirmed by the Home Manager.

Please keep in mind that until advised by your home manager, current visitor restrictions will remain in place.

Reducing Risk

To ensure your safety, a number of additional measures are required to be in place for these outdoor visits to take place safely. We recognise that many of these will be difficult for families who have not seen their loved one for some time, but we believe they are vital in protecting your loved ones:

- Visits will need to be pre-booked to enable us to manage the safety of residents and their visitors by limiting the volume of people through the home at any one time, as well as support additional cleaning between visits
- Visits will be limited to 30 minutes duration
- Only two family members, from the same household, will be allowed per visit and children will not be allowed at this point in time
- You will be asked some health screening questions at the start of your visit, will be asked to wash your hands or use the sanitising gel provided and will have your temperature taken. ***If you are showing any symptoms which could indicate coronavirus, please do not travel to the care home as we will need to refuse entry.*** As you will be aware, these symptoms include a raised temperature, a new and persistent cough, a loss of taste or smell and a generally feeling of being lethargic and unwell.
- Visitors will be required to wear a face mask for the duration of their visit and use the hand sanitiser provided before entering and when leaving the created garden visit area.
- Visitors can bring non-perishable gifts. These gifts will be isolated for 72 hours. To avoid upset, you can give the gifts to the team before visiting if you wish. This may prevent any upset for those living with dementia who may not be able to understand the situation fully
- Visits will take place in the area that has been created outside the home away from other residents. This area has adequate space to allow for social distancing with two gazebos, one for visitors and one for residents, for inclement weather..
- Chairs and tables are not to be moved and will be thoroughly cleaned before and after every visit with a chlorine based solution.
- Visitors are to announce their arrival and await staff to support the service user to meet them outside. Staff will remain within the vicinity during the visit.

- Residents must use hand sanitiser before re-entry, preferably before touching any surfaces in the home.
- Social distancing measures of maintaining a two metre distance will be in effect, which also means a no touch approach during visits. This extends to hugging, hand-holding or kissing.
- Every visit will be individually risk assessed before arrival to reduce the risks involved with the specific people involved in that visit.
- Visitors will not be able to use facilities such as toilets or the cafe, however refreshments will be provided in disposables.
- If the Home were to experience an outbreak of Covid the Garden Visits would have to cease until it is determined to is safe to resume,

End of life Visiting

Day Visiting

Visiting for end of life will be managed in a respectful and dignified manner that embodies our beliefs and our commitment to John's campaign. Visitors will arrange via phone before visiting. Upon arrival, entrance will be through a cold entrance, visitors will don a face mask with the guidance of staff. There will be a questionnaire to answer and their temperature will be checked to help mitigate risks to the team and other family members. Visitors will then get changed into full PPE with the guidance of staff.

This is so that the person dying can have real human connection in their final days.

The visitors will always be escorted when outside of their relatives' room to reduce risk of cross contamination and infection to the team or other family members.

Social distancing and contact will also not be enforced for end of life visiting.

Full details of how your visit will be managed will be provided by the home manager.

Virtual Visiting

Virtual visiting is available and will not be limited to the COVID-19 pandemic. To ensure that all virtual visits are as relaxed as possible, the resident can use a quiet private area of the home to ensure they engage and can hear.

There are a number of different platforms we can use for virtual meetings: WhatsApp Video Call, Skype, Microsoft Teams, Google Meet.

To book a virtual visiting, visitors only need give us a call and so we can arrange a visiting time to suit everyone.

Signature



Date 1/7/2020

Designation DIRECTOR

Review Date _____