

V1 Visitors

Extra Care Housing Service	Support at Home Service	OA Day Services	Residential Services	DMH Day Services	DMH Supported Living Services	Community Equipment Services	Shared Lives Service
X	X	✓	✓	✓	✓	X	X

Policy

To ensure all visitors to the service are identified, received in a courteous and welcoming manner and the health and safety of visitors, staff and for the people who we support are safeguarded.

<https://www.gov.uk/government/publications/coronavirus-covid-19-testing-for-adult-social-care-settings>

<https://www.gov.uk/government/publications/infection-prevention-and-control-in-adult-social-care-covid-19-supplement/covid-19-supplement-to-the-infection-prevention-and-control-resource-for-adult-social-care>

Procedures

Contact with relatives and friends is fundamental to care home residents' health and wellbeing and visiting should be supported. There should not normally be any restrictions to visits into or out of the care home. The right to private and family life is a human right protected in law (Article 8 of the European Convention on Human Rights).

General guidance for all visits to care services

1. It is recommended that visitors and those people who we support take the opportunity to be vaccinated against covid-19 before arranging visits.
2. All visitors to the service are asked to check and agree the V1 visitors screening questionnaire (Appendix A). If visitors have any symptoms that suggest transmissible viruses and infections, such as cough, high temperature, diarrhoea or vomiting, they should avoid entering care services until at least 5 days after they feel better.
3. All the people we support will be supported to arrange and agree their visits. Where a person lacks capacity, this will be supported applying best interest principles, set out in the Mental Capacity Act.
4. All visits will consider the needs of the person we support but also consider the safety and preferences of all other people in the service.
5. Personal visits are recommended to take place in visiting rooms or the individual's bedrooms. (In residential services).
6. Each individual person-centred care plan should provide details on visiting and individual visiting risk assessments.
7. Staff should provide the person we support with any support required during visiting, referring to the individuals person-centred care plan.
8. Visitors should be advised regarding available toilet facilities in the service.

9. All visitors may be requested to continue to wear a face mask in communal areas when visiting services if in outbreak.
10. In the event of an outbreak services may need to limit some visiting following guidance from Cumbria Public Health Team.
Visits out should be facilitated wherever possible and there should not be any restrictions on visits out for individuals who are not symptomatic or who have not tested positive in any circumstance.
Care home residents should not usually be asked to avoid contact with others or to take a test following visits out of the care home.
11. All visitors should complete hand hygiene before and after their visit. Either using handwash or a hand rub. Instructions should be laminated and be available for all visitors to refer to.
12. Details on donning and doffing of PPE if required should be provided for visitors by suitable trained staff members. Instructions should be laminated and be available for all visitors to refer to.
13. The service should ensure the indoor visiting areas are well ventilated before and after the visit to reduce transmission risk.
14. Outdoor visits in warm weather should be encouraged as this reduces any potential transmission risk.
15. Visiting professionals should follow the same advice as above on visiting precautions.
16. If a visitor is providing personal care, they should wear the same PPE as is required by staff. Including a fluid repellent type IIR mask, apron, gloves and eye protection if required.
17. Visitors should follow respiratory hygiene and catch coughs and sneezes in tissues and clean their hands after disposal of the tissues.
18. Visits in exceptional circumstances, such as end of life, will always be supported.
19. Staff should challenge unidentified visitors and inform the senior member of staff on duty about anybody acting suspiciously in the vicinity. Any concerns regarding visitor conduct should be discussed with the Manager or designated Supervisor.

Appendix A signing in sheet.