

Reablement service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
x	x	✓	x	x	✓	✓	✓

V1

VISITORS (COVID -19)

POLICY

To ensure all visitors to the Residential Home/Supported Living Tenancy/ are identified, received in a courteous and welcoming manner and the health and safety of visitors, service users and staff are safeguarded during COVID-19.

<https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes>

The National Visiting Guidance states that the Director of Public Health in every area should disseminate their view on the suitability of visiting in the local authority area, taking into account infection rates and the wider risk within the environment. In the event of an outbreak in a care home and/or evidence of community hotspots or outbreaks, care homes may rapidly impose visiting restrictions to protect vulnerable service users, staff and visitors. In this situation care homes should set out alternative options to maintain social contact for their service users while providing regular, personalised updates to families

PROCEDURE

General Guidance for all visiting (To be followed for all Visits).

- All visits must be booked with the service users' home and service users home by appointment.
Visitors are required:
 - Not to arrive at the home with symptoms that may suggest they are symptomatic for COVID-19. Neither should they visit if anyone living in their household is displaying symptoms. Examples of which could be a new continuous cough, high temperature (above 37.8) and loss of taste and smell.
 - Be free of any COVID-19 symptoms for at least 10 days prior to the visit, as per Government guidance.
 - Not be unwell on the day of their visits,
 - Not be self-isolating as a result of advice from NHS Test and trace
 - Provide the necessary information required by the provider at the visits.
 - Agree to comply with the infection prevention and control measures, including a temperature test (for indoor visiting), mandatory hand hygiene, the use of PPE as required and social distancing requirements and remaining in the designated visiting area.
 - Follow respiratory and hand hygiene guidance. Dispose of all tissues in the bin provided and hand sanitise.

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- If specific conversations regarding care and support are needed with staff members we request this is done later over the telephone to avoid face to face conversations with staff.
 - Ensure that any gifts brought to give to the individual they are visiting can be sanitised, in line with relevant infection prevention and control (IPC) guidance. (No food can be bought in.)
 - It is recommended that visits are generally booked for 30 mins. However for certain individuals a longer visit may be required. This should be included on a dynamic risk assessment considering the government guidelines for individual visits
2. If the person has capacity the visit should be agreed by them and the requirement for all safety measures discussed.
If the person is assessed as not having capacity then a best interest decision on visiting should be agreed on their behalf applying the Best interest principles, set out in the Mental Capacity Act.
 3. Visitors should telephone the service users home/ Residential home on the day of the planned visit to confirm that they are none symptomatic and that the visit is safe to go ahead.
 4. All visits must where possible be outside the building.
 5. Doorbells must be responded to in a timely manner as part of good customer care. Service User visitors must be guided to the dedicated visitor's area, where a signing in book will be available.
 6. Visitors will be provided with a Fluid Repellent Surgical Facemask to wear for the duration of the visits. At the completion of the visit facemasks will be disposed of via the appropriate PPE disposal policy, (staff will support with this function).
 7. Information from the Donning and Doffing Information sheet will demonstrate how this should happen and is attached to the policy.
 8. Staff will accompany the service user to the meeting area, ensuring there is compliance with the Infection Prevention Control Policy and Government Guidance. Staff will be in the vicinity for the duration of the visits ensuring social distancing is maintained and to give support/ assistance if required.
 9. A risk assessment will be completed for the home in addition to which an Individual dynamic risk assessment will be in place to support each

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Service User for visiting arrangements. Individual risk assessments will be reflected in the service users care plan.

10. There will be a 15 minute gap allowed between appointments to allow staff to sterilise hard surfaces and replenish hand sanitiser as required.
11. The provision of refreshments and use of toilet facilities by visitors must be avoided in all but exceptional circumstances.
12. Any gifts that are brought for the Service User must be handed to the member of staff who is co-ordinating the visit to allow the items to be sterilised before they are given to the Service User. Should mobile telephones be used by the visitor to show recent family photographs the telephone must be sterilised before handing to the Service User and on its return to the owner. This should be done through the supply of sterilised wipes.
13. Should children accompany adults during the visits then the home would need to know in advance, to allow the appropriate risk assessment to be put in place.
14. No pets should be brought to the residential home. For Supported living this will considered on an individual basis.

Additional guidance for type of visit:

Garden visits/ Outdoor visits (Follow general guidance above)

All visitors are requested to wear a Fluid Repellent Surgical Facemask and social distancing will apply. Access to the garden will be needed to avoid visitors moving through the care setting to the garden. Managers must identify a designated area outside of the home where chairs can be placed at a two-metre distance and be compliant with social distancing.

Indoor Visits/ Winter Visiting (Follow general guidance above)

Wherever possible visiting should be undertaken in a communal outside space with the ability to social distance. Where this is not possible (due to inclement weather) indoor visiting can be arranged.

A designated visitor's room should be identified.

- The room must afford enough space for 2-meter distancing
- The room should have immediate access from outside
- The room must conform with IPC guidance

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- The room must have enhanced cleaning before and after every visit
- Individual dynamic risk assessments must be in place for the resident and reflected in their Person-Centred Care Plan
- All visitors must have pre booked the visit and their details be recorded by the home for track and trace purposes.

Visits to Service Users who are cared for in bed

Visits to Service User who are being cared for in bed will be supported. Visits are recommended to be two visitors once a week for half an hour. These visits will also be on an appointment basis only made prior to the visit taking place through contact with the home.

End of Life Visits:

This guidance is focused on supporting compassionate visiting arrangements. The dying person should be asked, where possible, if they would like to receive a visit from a loved one or faith leader.

The number of visitors at the bedside is limited to one close family contact or somebody important to the dying person. However, where it is possible to maintain social distancing throughout the visit, a second additional visitor (including a child) could be permitted with an appropriate risk assessment in place.

Approaches to virtual visits

Families should be encouraged to use virtual visits to support and complement other visiting arrangements and to help families stay in regular touch. Skype and IPADS are available in all homes.

There is, however, an understanding that Virtual visits are not appropriate for all service users and this should be reflected in risk assessments.

Window visits

Window visits: This will need safe ground floor window access for both service users and their visitors and the relevant social distancing and PPE measures will need to be observed. (if the window is open)

These **must be arranged** with the Registered Manager and a time agreed to ensure a staff member is available to support the resident.

These should only be arranged if no other visiting option is available due to outbreak and there is concern about the wellbeing of the resident.

Compassionate Visits:

For some people particularly those living with dementia or Learning

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disabilities, there is a need to balance their health and wellbeing with the potential covid19 transmission risk and more frequent visiting arrangements may need to be considered, this should only happen after a review by a multi- disciplinary team and the appropriate risk assessments are in place.

Additional Supported living guidance. (Follow general guidance above)

<https://www.gov.uk/government/publications/supported-living-services-during-coronavirus-covid-19/covid-19-guidance-for-supported-living#visitors-and-support-bubbles>

Wherever possible visiting should be undertaken in a communal outside garden with the ability to social distance. Alternatives to in person visits should be encouraged including the use of telephones or video, arranging walks in outdoor space.

Supported Living Indoor visits:

- All visitors must arrange their visit with the person and support staff and their details be recorded for track and trace purposes.
- If the person does not have capacity in relation to this decision, the mental capacity guidelines should be followed to establish that a visit is in someone's best interests.
- If the person has capacity and wants a visit, guidance should be provided around the safest way to have visitors.
- A risk assessment for the individual should be completed considering the risk to the individual and that of other people in the house and staff.
- The visit should take place in the persons own room and the room must have enhanced cleaning before and after every visit.
- Visitors should be asked to wash their hands for 20 seconds on entering and leaving the accommodation.
- All visitors are requested to wear a Fluid Repellent Surgical Facemask. (as detailed in general guidance above.)
- In shared accommodation visitors should avoid as much as possible contact with other people who live there and staff. (Face to Face contact occurring for less than 15 mins and 2 meters apart).
- If conversations are needed with staff we request this is done later over the telephone.

Visors (Guidance)

In exceptional circumstances a small amount of people may find difficulty in accepting visitors wearing masks and this may place them the visitor and staff at risk of harm. A comprehensive risk assessment should be completed considering the risk to the person, the visitor and staff.

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If visors or clear face coverings are available, they can be considered as part of the risk assessment. This should not be applied to a whole care setting.

Other Visitors (Essential only)

1. Other visitors e.g. Multi Agency Staff who are unknown to the person answering the door, he/she must be asked for means of identification. If no identification is available, further verification must be sought to confirm the legitimacy of the persons visit.
2. It may not be convenient for the person to visit at that time and alternative arrangements should be discussed.
3. If the visitor is welcomed, ask the person to sign the visitors' book, with his or her own pen and escort them as appropriate.
4. Appropriate PPE must be provided prior to a visitor entering the hub of the building.
5. No refreshments will be offered. There will be no access to toilets.

Unidentified Visitors

1. Staff should challenge unidentified visitors and inform the senior member of staff on duty about anybody acting suspiciously in the vicinity.
2. Where staff or service users feel unsure about receiving a visitor they must contact the manager / supervisor for clarification and advice.
3. The manager / supervisor can ask a visitor to leave the premises if they find the visitor's behaviour is unacceptable. Where necessary the police can be summoned for assistance.
4. Any off duty staff visiting the home should sign in the visitors' book.

Contractors

If contractors are visiting the premises, (for essential maintenance only) then M12 policy must be followed and all information regarding this work completed. Compliance with PPE must be adhered to throughout the entire visit.

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Visitors' book / file / appointment lists

1. A visitor's book / file must be available for all visits. Signatures will be required against the appointment slot.
2. It is the responsibility of all staff to ensure that all visitors complete the visitors' book / files / appointment slot when arriving and departing the premises.
3. Information in the book / file / appointment slots must include times of arrival and departure, name, date and purpose of visit.
4. In case of an emergency, staff must refer to the visitor's book / file / appointment slot to ensure complete evacuation of the premises.
5. The visitors' book / file / appointment slots must be made available for inspection and audit purposes if requested.

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