

## Coronavirus (COVID-19): Care Home Visiting Policy V3

CCSL follows public health advice that normal visiting should be suspended at the present time. This policy is intended to protect our residents from visitors inadvertently bringing the virus into the home with them.

**When** standard visiting is suspended, the following may be exceptions to the rule:

1. Essential visits, such as those from Healthcare Professionals will continue. During such visits, prior to entering the home they will be asked observe hand washing and social distancing policies and to follow our infection prevention and control procedures.
2. Exceptional circumstances, such as next-of-kin visits at end of life. During such visits those entering the home will be asked to observe hand washing and social distancing policies and to follow our infection prevention and control procedures.

All visitors to the Home will have their temperature checked and will be asked to answer the following health questions relating to their health (signed and dated), prior to gaining entry into the Home:

1. Do you currently have any signs/symptoms of a respiratory infection such as fever, cough, shortness of breath, body aches or sore throat?
2. Have you had any symptoms of respiratory illness (cough, nasal congestion) in the past 14 days?
3. Have you come into close contact with someone who has symptoms as described in Q1 & 2, in the past 14 days? (eg family member)
4. Have you travelled within the last 14 days to countries with substantial community transmission, or have you been in a location where crowds are restricted to a common location (e.g. cruise ship / airplane)?

**As of 6<sup>th</sup> July 2020, all homes that have been clear of COVID-19 for a minimum of 14 days will be able to re-open to family visitors.**

**CCSL will be putting the following additional measures in place to ensure the visits take place safely, for both residents and families.**

- All visits will take place in a designated outside area.
- 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, initially, to 30 minutes duration
- Only two family members will be allowed per visit and children cannot 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 lethargic and unwell.

- Visitors will be required to wear a face mask for the duration of their visit. Masks can be provided if you are unable to bring your own.
- Social distancing measures will remain in effect, which means a no touch approach during visits. This extends to hugging, hand-holding or kissing.
- In line with Government guidance, visitors will not be able to use facilities such as refreshments or toilets (unless for emergencies).

CCSL will review this policy regularly and will liaise with local health protection teams and will amend as necessary to ensure the continued safety of all residents and staff.

Clear guidance on visiting will be circulated to residents and to relatives. Staff will take time to explain the policy to residents and to support them through this difficult period. This should include giving residents support in using devices such as mobile phones, tablets and computers to stay in touch with family.

Contractors on site should be kept to essential visits, ie only where the safety of residents is impacted, eg boiler breakdown. In such circumstances strict social distancing will be maintained and emergency service personnel asked to comply with all infection control and hand washing guidance.

Signed:	Stuart Clarkson
Date:	25 June 2020
Policy review date:	July 2020

Last Reviewed: v3 25 June 2020