



## Roebuck Nursing Home

### **Protocol on allowing visitors to the Home under exceptional circumstances, following the latest government guidance**

**First Implemented July 2020**

**Reviewed and updated April 2021**

This protocol is for use during the Covid 19 pandemic. It has been written to allow us to enable visiting whilst protecting visitors, residents and staff from risk of infection.

Visitation to those approaching the end of their lives will be agreed outside of this protocol at Management's discretion.

### **General Visiting**

The care home will allow every resident to name up to two people who can come for regular indoor visits. As far as possible these two should remain the same people. Residents will be asked to nominate their visitors, however if they are not able to then families will be asked to nominate visitors.

The home would prefer the nominated individuals to visit together; however we know this may not always be possible and will from time to time allow you to visit separately. All visits must be made via the Home's website using the online booking system. The home will be happy to assist you with a booking if you are unable to book visits online for any reason.

The named visitors will need to follow some important steps to reduce the risk of infection to the person they are visiting and to others in the care home.

1. All visitors must report to reception on arrival, a staff member will then meet them by the side gate and take them to the testing room for their test. All visitors must have a lateral flow test prior to their visit and will be required to wait 30 minutes in the car park for the result. Only once

the home has a negative result will you be permitted to visit. A staff member will call you to inform you of your result.

2. PPE, which will be provided, must be worn at all times when in the Home. This will include a mask, apron and gloves.
3. Social Distancing rules must be adhered to at all times. Physical contact of any sort will not be permitted due to the high risk of transmission of infection
4. The new guidance now permits you to have visits inside the resident's room. Please do not touch items in the room due to risk of cross infection. You are not allowed to leave the residents room and will be escorted to and from the room by a member of staff. This is to protect you and other residents and staff who may be mobilising around the Home. It is the Home's preference that visits take place outside in the designated area of the garden, if possible.

We want you to be able to spend quality time with your loved one during these supervised visits and appreciate how difficult these rules may be to follow. They are in place to protect your loved ones as well as other residents and staff.

However, if these rules are breached visits may be stopped. If rules are persistently broken then we may have no choice but to suspend visits. Although we appreciate how difficult it may be, we urge you to take the government guidance seriously.

### **Essential care givers or End of Life visiting**

In some circumstances where a resident has very specialised needs or is coming to the end of the life the Home will make exceptions for a essential care giver to be permitted to visit outside of visiting hours and without restricted time limits. This arrangement will be at the discretion of the Home Manager and will be based on a resident's individual circumstance. These visits may also include additional steps that you may need to take that the Home Manager would discuss with you.

### **Including more family members**

There will be opportunities for more members of the family and friends to come for a visit – not just the two people who are the named visitors.

These visits will need to happen in a different way, in order to reduce the number of different people coming into the care home and to reduce the risk of passing on the virus.

Visits can take place outdoors, in the designated garden area or they can take place in our visiting room where a screen is between visitors and the resident.

These types of visits still need to be agreed with the care home, and you will need to book an appointment using the online system. You will still be required to follow steps 1 – 3 above.

### **Other information**

There are lots of ways you could help to reduce the risk of passing on the virus without knowing during a visit:

- J wash your hands frequently and avoid touching your face or mouth
- J think about the best way to get to the care home. It's a good idea to avoid public transport if you can. Asking someone from your household (or support bubble) to take you would be a good idea if you cannot drive yourself
- J reduce your contact with other people by not socialising, in order to minimise the risk that you unknowingly pick up the virus

We also strongly advise that visitors have the vaccine when they are offered it.

Most importantly, remember to observe social distancing at all times, use the PPE requested by the care home, and keep it on.

This protocol has been based on the new guidance published by the government for implementation on the 12<sup>th</sup> April 2021. This is available at:

<https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/summary-of-guidance-for-visitors--2>

Reviewed By

L Donovan

Home Manager