

COVID-19 VISITING POLICY

KEEPING YOU SAFE. INFORMED. CONNECTED.



The Roadmap out of Lockdown

STEP 1

FROM 08 MARCH 2021

INDOOR VISITS

UPDATED 08 MARCH 2021





In preparation of indoor visits at care homes, please read through our latest Visiting Policy. We look forward to welcoming you back into our homes soon! Thank you for your understanding and cooperation as we all start on roadmap out of lockdown.

This pack takes you step-by-step through the entire visiting process, as outlined below, so you know what to expect on the day of your visit. Please read the pack all the way through for a clear understanding of how our visiting process will work.

The guide also goes through what we are doing to keep your loved ones safe and reduce the risks to our residents. In accordance with government guidelines, we have adhered to all the necessary measures to facilitate safe visiting in our home and have provided 'COVID-secure' areas. Parts of our visiting process even go beyond the government guidance as we take more precaution than expected out of our genuine concern for our residents and their welfare. We hope this has all the information you need, but if you have any questions, please contact us.

Please cooperate with us so that we can continue to facilitate visits in our home and keep everyone safe.

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STEP 1

FROM MONDAY 08 MARCH 2021
ONE NAMED VISITOR CAN ENTER THE HOME

Read the [latest government guidance here](#).

STEP 2

NOT BEFORE MONDAY 12 APRIL
TWO NAMED VISITORS CAN ENTER THE HOME

[Read more details here](#).

STEP 3

NOT BEFORE MONDAY 17 MAY
MORE DETAILS TO BE CONFIRMED

[A current summary of all the steps can be read here](#).

Please respect our decisions to keep your loved ones safe

We are closely monitoring the spread of the pandemic on both a national and local level and taking the necessary precautions as well following the latest government guidance to keep your loved ones safe. Please be understanding towards all our staff as we do all we can to balance our residents' mental, emotional and physical wellbeing as well as their safety. If you have any questions, speak to the manager who will be able to give you more details.

12 STEPS TO ENSURE SAFE INDOOR VISITS



HOW TO BOOK YOUR VISIT:



1

DOWNLOAD [THE NHS TRACE & TRACE APP](#) BEFORE THE VISIT

We will check that you have this downloaded upon your arrival.



2

DESIGNATE ONE PERSON TO BE THE VISITOR

Only one named visitor will be allowed to visit inside. Others can still book outdoor visits to see their loved one.



3

BOOK YOUR TIME SLOT ONLINE OR BY PHONE

Book your visit [on our website](#) or feel free to call the home. Ad-hoc visits will not be permitted.

ARRIVING AT THE HOME:



4

ARRIVE 45 MINUTES BEFORE YOUR TIME SLOT

Arrive early for [LFD Testing](#) which will be carried out at **every** visit. You will also need time to sign in.



5

TAKE A LATERAL FLOW DEVICE (LFD) TEST

LFD testing is required at each indoor visit. If you do not take this, [external visiting options](#) are available.



6

WE WILL CHECK FOR SIGNS OF ILLNESS

If you are unwell, please do not visit. If you have a temperature when you visit, you cannot enter the home.

WHILE IN THE HOME:



7. HANDS

HAND HYGIENE MUST BE PRACTISED BY ALL VISITORS

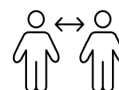
Visitors must wash their hands for 20 seconds or use the hand sanitiser provided.



8. FACE

PPE MUST BE WORN THROUGHOUT THE VISIT

You will be provided with and shown [how to wear PPE](#). This must be kept on **at all times** while in the home.



9. SPACE

2M SOCIAL DISTANCING MUST BE PRACTISED

Please practise social distancing during the visit. Hand holding is allowed, but no hugs or kisses, sorry.

DURING AND AFTER YOUR VISIT:



10

REMAIN WITHIN THE ROOM AT ALL TIMES

You will be shown to the designated visiting area. Please remain there until someone shows you out.



11

VISITING TIMES CAN LAST UP TO ONE HOUR

We can currently only accommodate one hour visits but are hoping to increase this in the future.



12

WATCH FOR SYMPTOMS AFTER YOUR VISIT

Notify us immediately if you develop symptoms not long after your visit.

THE ROADMAP OUT OF LOCKDOWN: STEP ONE

FURTHER INSTRUCTIONS & INFORMATION



PLEASE COOPERATE WITH THESE PRECAUTIONARY MEASURES WHEN INSIDE THE HOME, IN ACCORDANCE WITH THE LATEST GOVERNMENT GUIDANCE:



NO HUGGING OR KISSING

Please understand that for the safety of everyone in the home, hugging and kissing is prohibited in care homes.



NO CHILDREN UNDER 16 CAN VISIT

Please do not bring any children that cannot be left unsupervised with you to the home.



NO REFRESHMENTS WILL BE AVAILABLE

To keep visits safe and sanitary, we are unable to offer any refreshments during your visit.



VISITS WILL CEASE IF AN OUTBREAK OCCURS

If the home has an outbreak, visits will stop. All relatives will be notified and updated about their loved one.



NO VACCINE? NO PROBLEM

You can still visit if you have not yet had a vaccine. We advise all who are currently eligible to take the vaccine.



VISITOR'S FACILITIES WILL BE AVAILABLE

You will be shown the location of the visitors' toilets. Please do not enter any other communal areas.

EXTERNAL VISITS ARE STILL AVAILABLE:



DRIVE THRU & WINDOW VISITS

Window & drive thru visits are still available to allow others to visit as well. PPE must be worn and social distancing practised.



VISITING PODS

Our pods are still open to allow for other family members or friends to visit aside from the named visitor than goes indoors.

VISITING UNDER "EXCEPTIONAL CIRCUMSTANCES":



NEW: ESSENTIAL CAREGIVERS

These are loved ones that are eligible to visit more often and provide personal care for a resident, with permission from the manager, and deemed a necessity for their welfare and health. See [page 7](#) for more information.



END OF LIFE CARE

Visiting restrictions are reduced in exceptional circumstances, such as end of life care, provided you follow all the infection control measures, wear PPE, socially distance etc. [Read page 8.](#)



INFECTION CONTROL, VISITING PLANS & DYNAMIC RISK ASSESSMENTS

WHAT WE'RE DOING:

Following all the necessary ICP steps to keep everyone safe, carrying out risk assessments that meet the ever-changing needs of our residents, and helping our residents create a unique visiting plan.

Infection Control & Prevention (ICP)

Our staff will be adhering to all the ICP protocols outlined by the government. We are conducting extra training, adopting stringent infection control measures, and enhancing our cleaning regimes. The visiting areas or residents' rooms will also be thoroughly cleaned after a visit. Staff have also been trained in supporting and supervising testing and helping you through the entire visiting process. Please respect and listen to our staff as we all work together to provide the best possible care for your loved ones and make visiting go as smoothly as possible.

Dynamic Risk Assessments

Each resident also has their own individual, comprehensive dynamic risk assessment. It is called 'dynamic' because it will change each time it is carried out, depending on their physical & mental condition, the nature of visits etc. Before every visit, we will assess the risks it poses to each resident. If the risks are high, we reserve the right to halt visits. This be different for each resident. We must follow these steps in order to keep our home 'COVID-secure' under the recent government guidance so respect any decisions made by the manager, who will always put the welfare of your loved one first.

Unique Visiting Plans

Each resident has a unique visiting plan which details their visiting preferences and care needs. We will do our utmost to see that every resident's wishes as well as those of their family are met.



RESIDENTS AND STAFF ARE TESTED REGULARLY & VACCINES HAVE BEEN ADMINISTERED

All staff are tested up to three times a week (with both LFD and PCR tests), including our bank and agency staff. Residents are tested every 28 days. All residents that consented to the vaccine have had it administered.



PPE SUPPLIES ARE WELL-STOCKED & REGULARLY MONITORED

All of our homes are well stocked with PPE supplies. The government's new PPE portal which focuses on providing the needed supplies to the care sector has helped, and supply numbers are regularly monitored.



As part of step one of the lockdown roadmap, the government has introduced the role of allowing eligible named visitors of residents to become [an essential caregiver](#).



NAMED VISITORS MAY BE ELIGIBLE TO BECOME ESSENTIAL CAREGIVERS

What is an essential caregiver?

An essential caregiver is a new role only available to eligible named visitors (either a family member or a familiar loved one) of certain residents. They will be able to visit more often and be allowed to perform some intimate care tasks, such as washing or dressing. This option is not open to all named visitors. Named visitors of eligible residents will be contacted to let them know that this option is available to them.

An essential caregiver must be willing to undergo regular LFD and PCR Testing, the same as care home staff.

Who is eligible for this?

The home manager will assess the individual needs of all the residents to decide whether this option is open to them. Only residents whose mental wellbeing and health is directly dependent on increased personal care will be able to nominate their named visitor to become their essential caregiver. This role could also be made available to residents who have just moved in and need help to settle or whose care and support cannot be provided by care staff without causing substantial distress.

How will I know if I'm eligible?

If your loved one is eligible to have an essential caregiver, the designated named visitor for that resident will be contacted and given the option to take on this role. The specific care needs of the resident as well as the capabilities of the named visitor will be assessed and discussed to make a success of this. An essential caregiver will not be forced to take on this role, nor will they be pressured or asked to do anything with which they are uncomfortable.

In most cases, the named indoor visitor will become the essential care giver.

To minimise the risk of infection within our home, where possible, the named indoor visitor should be the designated essential caregiver. Please keep this in mind when deciding who will be the named visitor and whether they could potentially become an essential caregiver. However, this may not always apply. Also, an essential caregiver could help in facilitating and enhancing outdoor or pod visits with other loved ones.

The manager retains the right to offer or withdraw this option as a resident's care needs change.

Anyone who takes on the role of becoming an essential caregiver for a resident within our home, will have to undergo regular [LFD](#) and PCR testing for Covid-19. [Full details are available here on the government website.](#)



**END OF LIFE CARE:
AN "EXCEPTIONAL
CIRCUMSTANCE"
THAT REDUCES
VISITING
RESTRICTIONS**

WHAT WE'RE DOING:

Supporting family members and friends to visit and spend time with their loved ones that are receiving end of life care.

We recognise how important visiting is as residents approach the end of their lives and this should not just mean at the very end of one's life.

Families and residents should be supported to plan [end-of-life visits](#), with the assumption that visiting will be enabled to happen not just towards the very end of life, and that discussion with the family should happen in good time.

Visits in exceptional circumstances such as end of life should continue in all circumstances (including in the event of an outbreak).

[The latest details on the government website can be found here.](#)

Thank you for your cooperation and your continued support.

We are really looking forward to welcoming you back into the home and ask that you continue to be patient with us and please respect the decision of the manager even if that decision may not seem favourable to you. Please know we are doing our very best to carefully balance the mental wellbeing of each of our residents with their physical wellbeing. We care deeply for each one of our residents and are working very hard to make sure each one of them is kept safe and has the option to see a loved one. Despite recognising the importance of visiting, our residents' safety continues to be our first priority. If you can think of any ways we can improve our current service or better accommodate your loved one's cultural, spiritual or personal needs, please let us know and we will be happy to help.

SOUTHCARE HOMES GROUP

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KEEPING YOU SAFE. INFORMED. CONNECTED.

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