

# COVID-19 VISITING POLICY

KEEPING YOU SAFE. INFORMED. CONNECTED.

THE ROADMAP OUT OF LOCKDOWN

## STEP 4

### FROM 19 JULY 2021

#### UPDATE OVERVIEW

- Care home safety measures remain
- Visiting numbers are unlimited
- Group outings may resume soon

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#### PLEASE READ THE ENTIRE DOCUMENT CAREFULLY

Read this document for a full understanding of the measures we are taking to look after our residents, their relatives and our staff in light of upcoming changes to restrictions. Please contact your home manager if you have any questions. Thank you for your cooperation.

UPDATED 16 JULY 2021



## SUMMARY

### HOME

**The majority of safety measures will remain in place in all care homes.**

Main update: none

### VISITS

**Visiting numbers are unlimited but safety measures are still in place.**

Unlimited Visitors

### OUTINGS

**Risk assessed individual outings continue & group outings may resume.**

Group Outings

### KEEPING YOU SAFE

**We continue to have a robust Infection Control & Prevention plan in place and are doing our utmost to ensure the safety of our residents and staff.**

Main update: none

### MEASURES THAT STILL APPLY TO ALL VISITS & OUTINGS AFTER 19 JULY :



#### **NO HUGGING OR KISSING**

During outings and during all visits, please avoid hugging and kissing to keep everyone in our homes safe.



#### **OUTINGS & VISITS WILL CEASE IF AN OUTBREAK OCCURS**

If an outbreak occurs, all visits and outings will cease and relatives will be notified and updated.



#### **HAVEN'T HAD YOUR VACCINE YET?**

You may be able to visit your loved one even if you haven't one or both jabs yet. Please speak to the manager to find out more.



#### **LFD TESTING PROTECTS US ALL AGAINST THE VIRUS**

LFD Testing is an extra layer of protection against the virus. Allowing anyone to visit without having taken an LFD test, would greatly increase the risk of infection within the home. To minimise this risk, we are not able to let anyone in who does not wish to take the test. We hope you can understand we always put the safety of our residents and staff first.



#### **UNDER 18's VISIT OUTSIDE ONLY**

To minimise risk, under 18's can only visit outdoors. Over 18s can visit indoors.



## HOME

# The majority of safety measures will remain in place in all care homes.

Staff are to continue with current safety measures after Friday 19th July, as outlined in the latest **government guidance** for care homes.

### SAFETY MEASURES STILL IN EFFECT



#### WEARING PPE

All staff will continue to wear the correct PPE even if they have been fully vaccinated.



#### SOCIAL DISTANCING

Keep 2 metres away from other staff members and residents where possible.



#### HAND HYGIENE

Regularly wash your hands for at least 20 seconds or use alcohol-based sanitiser provided.



#### TESTING

Weekly testing of all staff members will continue. Residents will continue to be tested every 28 days.



#### VACCINATIONS

Encourage new and existing staff members who have not yet had the vaccine to do so.



#### SELF-ISOLATION

Isolate for 10 days from testing positive. Visit [NHS](https://www.nhs.uk) for details on when to stop or stay in isolation.

### SAFETY MEASURE UPDATES

#### NONE

There have not been any updates to the safety measures required in care homes.



## VISITS

# The number of visitors is unlimited but safety measures are still in place.

Indoor and outdoor visits will continue with the same safety precautions and outdoor visits are still encouraged where possible.

### SAFETY MEASURES STILL IN EFFECT



#### LFD TESTING

An LFD test is still required for all visits. Home testing on the day is preferable, or we can test you here.



#### TRACK & TRACE

Please download the NHS Track & Trace App [here](#). We will check that you have this downloaded.

### SAFETY MEASURE UPDATES



#### UNLIMITED VISITORS

There are no restrictions to the number visiting a loved one together.



#### PPE & HYGIENE

Wash your hands or use sanitiser provided. **Always** wear PPE during your visit.



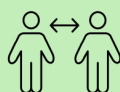
#### SIGNS OF ILLNESS

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



#### APPOINTMENTS

You will still need to book a visiting slot. Arrive 30 minutes early if you cannot test at home.



#### SOCIAL DISTANCING

Keep 2 metres away from other staff members and residents where possible.



## OUTINGS

# Risk assessed individual outings will continue & group outings may resume.

Individual outings with one family member are still in taking place. Soon, some care homes will begin risk assessed group outings.



**MAKE SAFE CHOICES** when out with a resident. Your choices affect everyone in our home.

### SAFETY MEASURES STILL IN EFFECT



#### LFD TESTING

An LFD test is still required for indoor and outdoor visits. Test at home on the day or we can test you.



#### TRACK & TRACE

Please download the NHS Track & Trace App [here](#). We will check that you have this downloaded.

### SAFETY MEASURE UPDATES



#### GROUP OUTINGS

Southcare Homes Group is partnered with Oomph! and may soon resume covid-safe group outings.



#### FACEMASKS

While outside, please wear a facemask when in a crowded place or where social distancing is not possible.



#### SIGNS OF ILLNESS

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



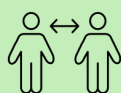
#### TRAVEL BY CAR

Please travel by car or walk where possible. Please let us know if you have to take public transport.



#### APPOINTMENTS

You will still need to call us to arrange an outing. Arrive 30 minutes early if you need to take an LFD Test.



#### SOCIAL DISTANCING

Maintain social distancing from your loved one and others where possible.



#### OUTDOOR OUTINGS

Please try to remain outside where possible. We will ask about your outing and assess it for risks.



## KEEPING YOU SAFE



### Infection Control & Prevention (ICP)

Our staff will be adhering to all the ICP protocols outlined by the government. We are continuing to conduct extra training, adopt stringent infection control measures, and enhance 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 encourage family members to contribute to this plan. We will do our utmost to see that every resident's wishes as well as those of their family are met.



### Residents & Staff Testing

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.



### Well-Stocked PPE Supplies

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. We have also procured a reserve stock to be distributed between our homes as and when they need them.



**THANKS FOR READING!**

We trust you will do all you can to adhere to government regulations to keep your loved one, yourself, and all of us working and living in our home safe.

Thank you for your continued cooperation. We are so grateful to all our relatives for the support and effort they've put in to make visiting and outings at our homes a success.

**If you have any questions, please contact the Home Manager directly.**

**KEEPING YOU SAFE. INFORMED. CONNECTED.**