

Visiting Policy: Coronavirus

To be read in conjunction with the Coronavirus, Business Contingency and Emergency Planning, Good Governance, Infection Control & Cooperating with other Providers policies.

The Coronavirus disease named COVID-19, has now been classed by the World Health Organisation as a Pandemic. As the virus has the potential to spread extensively, it's likely to pose a significant challenge to many organisations. Providers must work in a collaborative and multiagency way to mitigate the spread and contain the risk of the virus.

The government, Public Health England and all Local Authorities will be responsible for the advice and guidance disseminated to their Local Providers.

As a provider there are several things that need to be in place and that are continually monitored as the spread and breadth of the virus increases.

This policy sets out the procedures Park House Residential Care Home are currently following in relation to the guidance provided. The policy will be reviewed at least annually or as required.

The policy may be altered only with the permission of the Registered or Assistant Manager if deemed within the Residents Best Interests. Where alterations occur, these must be agreed at the time when booking a visit slot. Any previous agreements should be assumed void unless agreed otherwise from the 24th August 2020.

Residents Representative Social Visits (Such as Family & Friends):

Park House will operate pre-arranged/ booked social visits for all residents where deemed appropriate. Visiting slots will be to a maximum of five per day at 10:30hrs, 11:30hrs, 13:30hrs, 14:30hrs, and 15:30hrs approximately. These times allow sufficient time for cleaning procedures to be carried out between visits and to protect residents' meals times. Residents should also not receive no more than one social visit per day.

No more than one visit slot per week will be permitted to be booked at any one time. This will allow for all residents to ensure they can receive a visit each week. Any remaining visit slots may be booked as available, however Park House encourages all representatives to minimise visits to one or two per week only.

All social visits where possible will be held outside in the garden to the left of the building. This garden will be primarily used as it is able to offer more privacy and social visits can remain more isolated/ controlled away from the main garden.

Any resident who may be unable to use the unsecure assigned social visit garden will be permitted to use the main garden area. However, staff should be aware to encourage other residents not to use the main garden at this time. Or should the garden be used, ensure only a limited area is used, away from the social visit.

Any resident who may be unable to leave the building for a social distance visit due to ill-health will be permitted to have a visit within their bedroom or other communal area as agreed which may be sealed off. This will be primarily the case for those who are bed bound or receiving end of life care.

Any visitor to the building must report to the main reception area. They must then ensure hand sanitiser is utilised before having their temperature taken by a trained member of staff. Visitors should be encouraged to wear a face mask and gloves where possible for outdoor visits. However, full Personal Protective Equipment (PPE) must be worn for any indoor visits. This includes the use of gloves, aprons, face masks, and where appropriate face shields.

Signs must be displayed regarding signs and symptoms of the virus. Visitors who have been on holiday abroad are encouraged not to visit the home for at least fourteen days, and visitors who have been on holiday within the UK at least seven days.

Visitors must be encouraged and monitored by staff to stay behind the 'barrier line' (if outdoors) and only use areas permitted for social distance visits. If a resident or visitor may not be able to comprehend the need to socially distance, then it is recommended that they wear full PPE (gloves, mask, and apron).

Complimentary drinks and snacks may be offered, however disposable cups and plates must be used and these taken away with the visitor.

All social visits if held outside must be with no more than **two** individuals from the same household, in addition to the resident being visited. The visit must not exceed **thirty** (30) minutes and at all times visitors must remain at least two meters apart from the resident.

All social visits if held inside due to a resident's health needs must be with no more than **one** individual living in only one household, in addition to the resident being visited. The visit must not exceed **fifteen** (15) minutes and at all times visitors must remain at least two meters apart from the resident.

A plastic wipeable box will always be located in the visiting area which will contain further hand gel, gloves, face masks, and a call bell. The call bell should be used in the event assistance is required or the visit has come to an end. This box and contents should be sterilized/ replaced after each visit by the Senior on shift. Any areas used/ touched during the visit should also be sanitized. This includes any handles, tables, chairs, or other services touched.

Residents may be accompanied for a walk within the village; however, this must be capped to maximum of thirty minutes also. Anyone accompanying the Resident should be wearing full PPE such as gloves, apron, face mask, and face shield.

Residents Medical/ Care Visits (Such as GP's, District Nurses, and Others)

Any medical/ care visits where possible will be held outside in the garden to the left of the building. This garden will be primarily used as it is able to offer more privacy and social visits can remain more isolated/ controlled away from the main garden.

Any resident who may be unable to use the unsecure assigned social visit garden will be permitted to use the main garden area. However, staff should be aware to encourage other residents not to use the main garden at this time. Or should the garden be used, ensure only a limited area is used, away from the social visit.

However, outside visits should not be considered for any matters of a personal nature or that require a professional to examine the resident/ discuss personal medical or care information. An outside visit may also only be used with the resident's consent and for such visits as a 'welfare check' from a social worker.

Any resident who may be unable to leave the building for a social distance visit due to ill-health will be permitted to have a visit within their bedroom or other communal area as agreed which may be sealed off. This will be primarily the case for those who are bed bound, receiving end of life care, or perhaps requiring a medical examination. Also extending to those needing a confidential meeting regarding their care needs.

Any visitor to the building must report to the main reception area. They must then ensure hand sanitiser is utilised before having their temperature taken by a trained member of staff. Visitors should be encouraged to wear a face mask and gloves where possible for outdoor visits. However, full Personal Protective Equipment (PPE) must be worn for any indoor visits. This includes the use of gloves, aprons, face masks, and where appropriate face shields.

Signs must be displayed regarding signs and symptoms of the virus. Visitors who have been on holiday abroad are encouraged not to visit the home for at least fourteen days, and visitors who have been on holiday within the UK at least seven days.

Maintenance Engineers/ Non-Medical Visitors

Park House understands that some appliances, aids, and equipment may need routine servicing or/ and repair. Therefore, Park House has deemed it within the safety and comfort of interests of all individuals that these visits continue as required.

The Registered Manager and Assistant Manager will control all visits in relation to maintenance engineer visits or those visits of a related non-medical nature (e.g. hairdressers).

Park House where possible will continue using the services of those companies/ individuals that it is familiar with. These reputable companies all should be following government guidance in relation to coronavirus, so may need minimal guidance on the correct PPE. Management should be willing to complete verbally over the telephone or by e-mail any pre-visit information required.

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Signs must be displayed regarding signs and symptoms of the virus. Visitors who have been on holiday abroad are encouraged not to visit the home for at least fourteen days, and visitors who have been on holiday within the UK at least seven days.

Where possible servicing and repairs should be completed in an agreed area such as the Inglenook and/ or dining room (if not in use). Staff should be encouraged to bring any items needing repair or service to the designated area. This then prevents the visitor having to travel within the building. Where this may not be possible, a member of staff should be designated to supervise and ensure residents are socially distanced from the visitor and any areas/ surfaces touched cleaned as soon as possible.

Winter Pressures / Adverse Weather Conditions (All Visitors)

Park House is aware that at times the weather may not permit an outdoor social visit. It has been deemed suitable at these times to use the covered patio area (the orangery). This area will be subject to all the precautions and guidance as set out in this policy. The decision to use the sheltered area can be made by the Senior HCA member on shift or by the Management team.

Residents should be offered additional layers of clothing, as well as blankets to keep them warm. With staff being aware to periodically check the welfare of the Resident during the visit. As the area is outdoors, visits will remain at thirty (30) minutes.

In the event where the weather may significantly continue to impact the quality of the visit and put the resident's welfare at risk. The Senior or Management team may decide to postpone the visit to a later available time slot.

Park House will endeavor to keep the visitor and resident updated in the event of poor weather conditions. However, it is advised that any visitor contacts the care home directly at least one hour before the visit/ before travelling should they notice poorer weather conditions.

Park House is currently looking at longer term solutions such as a modified 'summer house' which could be adjoined onto the sheltered patio (orangery). This solution would be subject to all usual restrictions, however visits may need to be shortened to fifteen (15) minutes with only one other person or two other persons from the same household. Park House will update this policy accordingly, once a decision has been made.

Reporting of Concerns / Overall Decision Making

Any concerns or questions in relation to visitors to the premises, should be reported as soon as possible to the Registered Manager or/ and Assistant Manager who will have the overall decision on how a situation must be handled.

Staff have the management's support to decline visitation to the premises, should they have concerns that the visitor(s) may impact the welfare and wellbeing of the residents. This may be the situation if a visitor is refusing to follow the visiting protocol/ guidelines or has made it aware they have symptoms.

This policy will be reviewed at least monthly and at any time when government guidance is modified.