

## **VISITING POLICY**

The aim of the policy

To support visitors/relatives to visit internally/externally.

Having a visit is an integral part of care home life. It is significantly important for maintaining health and wellbeing and quality of life for residents. Visiting is also important for family and friends to maintain contact and life-long meaningful relationships with their loved ones and contribute to their support and care. The individual resident, their views, their needs and wellbeing will be considered for decisions about visiting, while recognising that the home will need to consider the wellbeing of other residents as well and ensure safety at all times during a pandemic.

All decisions will be taken in light of general legal obligations, such as those under the Equality Act 2010 and Human Rights Act 1998, as applicable.

### **VISITING (Internal)**

- Internal visiting will be supported and enabled when it is possible to do so safely and in line with the current guidance.
- Visiting will be planned in a structured manner. The visitor/relative will need to book in a date and time with the home for the visit. Internal ad-hoc visits cannot be supported.
- Visitor numbers will be limited to a single constant visitor wherever possible with an absolute maximum of two designated persons to visit each resident, but not visit together.
- The visitor/relative will be directed around the outside of the home to the visiting pod.
- The visit will last 30 minutes to allow others to have the opportunity to visit. There will be a 15-minute interval to allow for cleaning of the area in between visits.
- The visitor/relative will be required to clean the area they have touched prior to departure.
- Handwashing facilities are available in the reception area for the visitor/relative to wash and dry their hands before and after the visit.

### **External visiting**

- Visits can occur outside the home, using the area outside reception and must sit 2 meters apart with a mask on or the use of the seating area by the chickens.

## **Exceptional Circumstances**

We recognise how important visiting is as residents approach the end of their lives. As has been the case throughout the pandemic response, visits in exceptional circumstances such as end of life will be supported in accordance with the guidance. All visitors will need to complete a LFD test

- Visitor/relative must report to reception and complete a health declaration form and take their temperature using the forehead thermometer which must be recorded on the declaration. They will not be allowed to continue with visit if they declare they have symptoms of covid-19 or been in contact with a person who has had covid-19.
- Visitor/relative will be directed to go around the outside of the home to the testing area, a member of staff who support the visitor/relative to complete a lateral flow device (LFD) test. They will be asked to wait in their car/carpark whilst waiting for the results. If the results are positive the visit will be cancelled, the visitor will be required to take a Polymerase Chain reaction (PCR) test at the home. They will be asked to go home immediately and isolate until they have the results of the PCR test.
- PPE will have to be worn for the visit and only limited touch will be allowed.

## **Contractors**

- Contractors must report to reception and complete a health declaration form and take their temperature using the forehead thermometer which must be recorded on the declaration. They will not be allowed to continue with visit if they declare they have symptoms of covid-19 or been in contact with a person who has had covid-19.
- Contractors will be directed to go around the outside of the home to the testing area, a member of staff who support the visitor/relative to complete a lateral flow device (LFD) test. They will be asked to wait in their car/carpark whilst waiting for the results. If the results are positive the visit will be cancelled, the visitor will be required to take a Polymerase Chain reaction (PCR) test at the home. They will be asked to go home immediately and isolate until they have the results of the PCR test.
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## **In the event of an outbreak in the care home**

In the event of an outbreak in a care home, the home will immediately stop visits (except in exceptional circumstances such as end of life) to protect vulnerable residents, staff and visitors and current guidance will be followed. These restrictions will continue until the outbreak is confirmed as over.

