

*"Caring for people with learning difficulties"*



# VISITORS POLICY FOR COVID-19

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## POLICY STATEMENT:

Over the last few months Boulevard Care Ltd have been working incredibly hard to reduce the impact of the corona virus in our homes. Thanks to the stringent restrictions we have had in place and the work of our care home teams, we have had no reported cases for several months.

We have closely adhered to the lockdown measures that apply to local communities and to care homes specifically, However we recognise the importance of social contact and we believe it is now time to ease restrictions to enable relatives or close friends to visit.

Our first priority must remain the safety of our clients and staff, and we wish to do all we can to minimise the risk of transmission, It is with this purpose that we have planned a staged approach to the reintroduction of visiting.

COVID-19 is extremely infectious – The infection can be passed very easily from person to person and the use of public spaces (especially indoors) and close contact increase the risk.

Reintroducing social routines including visiting therefore must be done with extreme care, and the R rate will be monitored for the areas that visitors are coming from.

To reduce the risks, we will continue to pay very careful attention to the Scientific Advice and Government Guidance and continue to apply strict infection control measures when visits are re-introduced.

## COVID-19 VISITOR PROTOCOL:

Visits will only be accommodated in our homes that have been free from infection for more than 28 days. Testing will continue and if anyone living or working in our homes is tested Covid-19 positive visits will be suspended until the home has been free from infection for 28days.

Friends or relatives who are required to self-isolate, including those identified as a contact of a positive case under the Test, Trace and Protect Strategy, those who are self-isolating outside the test, trace and protect requirements e.g. quarantine following foreign travel or those with other infections will not be able to visit until after the 14 day isolation period.

The types of visit that will initially be offered are:

A window visit in which the visitor can talk to their relative/friend through an open window on the ground floor of the home. A two-metre distance from the window will need to be maintained.

An outdoor visit in which two-metre social distancing is maintained, visitors will be required to wear masks.

Visits will also take place in a designated area in the home, this will reduce risk of someone who is asymptomatic inadvertently taking the virus deeper into the facility, you will be asked to clean your hands with sanitizer on entry and requested to wear a mask, temperatures will be taken before entry.

The type of visit most appropriate to the client will be taken into consideration and their ability to comply with social distancing.

To ensure everyone's safety, several additional measures will be put in place to ensure visits take place safely:

- Visits will need to be pre-booked by contacting the home and the home informed of who will be coming, children will not be allowed to visit.
- The external area of the home will be organised to assist in facilitating safe visits. (i.e. zoned areas with clear two-metre distancing, coverings such as garden umbrellas to protect people from the weather conditions) There will also be a designated area in the home, social distancing must still be adhered to, and no contact with other clients.
- Visits will be limited to 1 hour for each client to enable us to manage safely as well as support additional cleaning.
- Privacy will be respected but a staff member will be in the vicinity throughout the visit if deemed necessary.
- Visitors will be required to have temperatures taken on arrival and to use hand sanitizer and be required to wear face masks.
- If visitors are showing any symptoms which could indicate Corona Virus, they will be refused entry.
- Social distancing measures will remain necessary, which means a no touch approach during visits, this extends to hugging, hand holding or kissing.
- Visitors will be asked not to bring in gifts such as food parcels, flowers, etc this approach is to reduce the opportunity for the virus to be carried into the home and being passed unknowingly to staff and clients. Any gifts must be sealed packaging which can be wiped down and does not require refrigeration, where it is deemed necessary, gifts will be quarantined in an outside area for 72 hours.
- Visitors will have no contact with other clients and minimal contact with staff.
- Visitors should contact the home the day before arriving to ensure there are no changes.

At all times we will follow Government guidelines related to visiting, this is a precautionary approach with the principle of protecting your loved one. Should the guidelines change we will implement them.

## VISITORS HEALTH QUESTIONNAIRE

As you know, we have been closed to all essential visitors since mid-March. Thank you for your support in not visiting during this period.

We know this has been very difficult, but a critical ask of you and your co-operation has been very much appreciated.

Visits will take place in the designated area of the garden, and there will also be a designated area in the home, this reduces the risk of someone who is asymptomatic inadvertently taking the virus into the home. This is a critical safety measure to protect our clients and staff.

You are asked to read the information below and agree to the necessary actions that are being asked of you. Please answer each question and sign the document at the bottom.

- 1) Have you felt unwell recently – especially with a cough, breathlessness, tiredness, a temperature or vomiting or diarrhoea? YES/NO
- 2) Have you been in contact with someone, in the past 14 days, who is suspected of having or is confirmed as having COVID-19? YES/NO
- 3) Have you been told by your GP or other NHS professional that you should not be visiting a Care home? YES/NO

Please note if you respond “yes” to any of the above questions, you will have to postpone your visit until you have been symptom free for 14 days.

Please supply your contact details: these may be used by Public Health as part of the Test and Protect strategy, should there be a necessity following your visit to the home.

Home or Mobile Number.....

Address.....

By signing this you agree that you will follow the Infection Prevention and Control procedures that we have in place.

Thank you for your support

Name:

Visiting:

## Risk Based Decision tool for visitors to the location

Action Taken	Please tick when completing		
	Yes	No	N/A
Q.1. Is anyone shielding in the care home? If 'No', please continue with the completion of the tool. If 'Yes', the latest government guidance should be consulted in conjunction with the best interest of the individual.			
Q.2. Are there people we support and staff who are COVID-19 possible (awaiting test results) or COVID-19 positive and are self-isolating – If 'Yes', this request cannot be supported due to the risk of transmission.			
Q.3. Is the person or any member of the family who the person we support wishes to meet with self-isolating as they are COVID-19 possible (awaiting test results) or COVID-19 positive? If 'Yes', this request cannot be supported, due to the risk of transmission and the need to keep everyone safe.			
Q.4. Is the meeting planned to take place in a well ventilated setting (e.g. garden) that will involve less than 6 people ?			
Q.5. Can the meeting be facilitated with the person's assessed staff support ratio to safely meet their needs, where applicable?			
Q.6. Does the person have the ability/capacity to maintain social distancing during the meeting? If 'No' then devise, if possible, ways to enable and support the person to learn appropriate social distancing skills, even if they need frequent reminding. Only if this is recorded as impossible, refer to the flow chart in Appendix 2.			
Q.7. Has the individual who the person we support wishes to meet up with confirmed: ✓ The location of the meeting? ✓ When it will take place? ✓ How long for? ✓ Everyone 'meeting' is asymptomatic and not self-isolating? ✓ Have not been in contact with anyone who has been confirmed to be COVID-19 positive in the last 14 days? ✓ That everyone involved in the meeting will maintain social distancing (keep no less than 1m apart)? ✓ Will wear own face mask (where applicable) during the meeting? ✓ If the person requires any assistance with care and support, the arrangements that are in place (see guidance regarding agreements for England, Scotland and Wales)? All questions must be answered 'YES' for the meeting to take place and for the person we support, staff and other person /people involved are kept safe.			
Q.8. Does the person have capacity to make this decision?			
Q.9. Where the person lacks capacity, has a 'best interest decision' been agreed and been recorded? It is important to consider the second principle of the Mental Capacity Act (MCA) that nobody shall be found to lack capacity for a decision till all reasonably "practicable" attempts have been made without success to enable them to make this decision, with support if necessary.			
Decision/s made:	Authorised by		

1.	YES	NO
2.		
3.		
ACTION TAKEN:		
Name of Manager/delegated person completing the form:		
Signature:		
Date:		

**Family and Friend Visitation**

**Can I visit my friend/relative during Covid-19**

**NO**

**Does the client have capacity to understand the need to adapt to social distance during the visit**

**YES**

**Would client understand if familiar staff supported them**

**BEST INTEREST MEETING**

**Is it in best interest of**

**NO**

**YES**

**Do Not Go Ahead with Visit**

**Best Interest Considerations**

Home Manager to be involved at all stages & DOLS to be considered through out

1. Can the individual be supported to socially distance by staff?
2. Can a suitable room be implemented and the safe measures followed?
3. Is the individual's wellbeing at significant detriment due to not seeing family member?
4. Is visiting family, but not being close to them, detrimental to the client's health & wellbeing?
5. Discuss & agree a contingency plan

**Visit can go ahead in line with current government guidelines**

**YES – BUT**

Best interest decision does not fit current guidance or legal framework

**CONSIDERATIONS:**

- If client cannot be supported to socially distance, visitors to wear PPE
- If the client needs to visit the family home, ensure PPE is available and all safe measure questions have been explored and considered

**CONTINGENCY**

If client breaks social distancing guidelines, visit is terminated, a test can be arranged and self-isolation take place for 14 days