

Heatherwood Health Care	POLICY NO: P126	
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VISITOR POLICY (DURING COVID-19)		

Our visitor code forms our visiting policy during the Covid-19 pandemic. The code is updated as and when guidance from Public Health England changes. The code is shared with relatives and loved ones and is available on our website.

We have a separate risk assessment for visiting during Covid-19.

Our visitor code

To ensure that it is safe to visit our care home during the Coronavirus crisis we would ask that you read our visitor code so you are aware of our guidelines.

All loved ones are encouraged to have a lateral flow test completed on arrival at the home or have completed one prior to the visit (and to bring the result of this test). Following a negative test result the visit will carry on. If the result of this test is positive the visit can't take place.

Visitors who are providing personal care should wear appropriate PPE (face mask, apron, gloves and possibly eye protection) and have a negative COVID-19 test result from a lateral flow device before entering the home, unless medically exempt. If visiting once or twice a week, a test should be completed on those days (testing can be completed at home or on site). If visiting more than twice a week, tests should be a maximum of twice weekly, 3 to 4 days apart. This negative test result may be an email or text from reporting the result, a date stamped photo of the test cartridge, or any other proof. If you are not able to produce a negative test, you may be asked to reschedule.

For all visits this code states that visitors should:

- ✚ Book visits in advance for a specific day and time – however, visits will not normally be refused/restricted
- ✚ Wear a face mask for the duration of your visit. Masks and PPE will be provided. Please catch coughs and sneezes in tissues and sanitise hands afterwards.
- ✚ Comply with the infection prevention and control measures: mandatory hand hygiene (for at least 20 seconds), the use of PPE and any social distancing requirements.

Also:

- ✚ Visits will take place in the most practical and comfortable place for your loved one
- ✚ Visitors should not enter the care home if you are feeling unwell, even if you have tested negative for COVID-19, are fully vaccinated and have received their booster. Transmissible viruses such as flu, respiratory syncytial virus (RSV) and norovirus can be just as dangerous to care home residents as COVID-19. If you have any symptoms that suggest other transmissible viruses and infections, such as cough, high temperature, diarrhoea or vomiting, you should avoid the care home until at least 5 days after they feel better.
- ✚ Where visiting is modified during an outbreak of COVID-19 or where a home resident has confirmed COVID-19, every resident will still be enabled to continue to receive one visitor inside the care home.

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- ✚ End-of-life visiting is always be supported, testing is not required in any circumstances for an end-of-life visit.
- ✚ Visitors should limit contact with other residents and staff and maintain as much distance as possible. Regular conversations with staff can be arranged over the phone following in-person visits.
- ✚ We discourage you to visit if you have been identified as a close contact of someone with Covid-19.
- ✚ If wearing of face masks or PPE causes distress to your loved one or is detrimental to communication an additional risk assessment will be carried out in order to maintain safe visiting.

As the visiting party I am attending the home through my own choice and I am aware of the potential risk that this visit poses to both myself and my loved one. I accept that Heatherwood Healthcare accepts no liability or responsibility for this risk.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1044504/COVID-19_Non_AGP_Donning_and_doffing_PPE_droplet_precautions.pdf