

NEWLYN COURT NURSING HOME

POLICY NUMBER C22 (V2)

VISITING POLICY

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This policy replaces our previous open visiting policy due to Coronavirus (Covid-19). Review will take place in line with changes in local and national government and public health guidance.

Relevant to: All staff and visitors.

Introduction

Newlyn Court recognises that the Coronavirus (Covid-19) pandemic and the subsequent 'lockdown' period has been a difficult and distressing time for family and friends of our residents.

We are following all relevant guidance and this policy will be reviewed as and when this guidance changes.

This policy aims to provide information on how Newlyn Court is preparing to start to enable visits to take place. However, our first priority must always be to reduce the risk of coronavirus (Covid-19) transmission within the home, prevent future outbreaks and safeguard the health and safety of both care workers and residents. This makes it necessary to continue to place restrictions on visiting.

Policy Statement

The process of considering visitors will be led by the local director of public health, who will give a regular, professional assessment of whether visiting is likely to be/remain appropriate within their local authority, taking into account infection rates and the wider risk environment.

Newlyn Court's decisions on visiting will be based on dynamic risk assessment of the individual and each resident will have a 'My Visiting Plan' based on this risk assessment.

We will take a person-centred approach to our policy, taking account of individual needs and capabilities in addition to the impact of a resident's cognitive impairment on the ability to maintain social distancing during a visit.

It will be necessary to apply different restrictions to different residents based on their individual risk assessment. Alternative types of visiting are listed below, and the visiting plan will identify what type of visiting is most appropriate. The risk assessments and visiting plans will be reviewed as changes are made to guidance or to the residents' condition. The factors relevant to these decisions and the decision-making process applied to these decisions will be explained in this policy.

Types of visits to be considered

- **'Virtual visits'**

Newlyn Court has purchased 2 tablets and already offers family/friends the opportunity to have virtual visits via Skype or Whatsapp. This facility will continue to be available. We have also obtained an iPhone which may be used for Facetime calls.

- **Window visits**

Where possible, visits may take place through a ground floor window in a specific area of the home. Social distancing must be maintained at all times.

- **Garden visits**

We are currently in the process of redesigning our garden to incorporate a larger seating area to facilitate safe, socially distanced seating for garden visits where appropriate and where risk assessment deems safe. The gazebo may be used if it is raining but where residents are unable to access the gazebo, outdoor visits must be weather permitting. Relevant PPE measures and social distancing will apply.

- **Drive through visits**

Visits which take place on the car park with the visitor remaining in the car. Relevant PPE measures and social distancing will apply.

- **In-room visits**

Newlyn Court will continue to facilitate visits in a resident's own bedroom in line with national guidance in relation to essential/end of life visits. Visitors who are entering the home to visit a resident in their bedroom will be screened by way of a temperature check and completion of a screening questionnaire on arrival and a log will be kept of visits and times of arrival and leaving. Relevant PPE must be worn.

- **Visits within a designated area of the home**

Management are currently considering which, if any, area of the home may be suitable as a designated visiting room in the future. The space needs to fulfil specific criteria, be accessed without passing through other areas of the home, and social distancing must be maintained at all times in addition to wearing of PPE. Risk assessment must indicate that the resident is able to comply.

The range of visits may vary depending on circumstances e.g. weather.

Risk assessment may indicate that an individual is unsuitable for one or more type of visit due to inability to comply with social distancing guidance or wearing of PPE.

This is likely to be due to cognitive impairment and the resident lacking capacity to understand the concept of, or comply with, the need for social distancing.

Maintaining safety in relation to mobile residents who are at risk of falls must also be considered, as the need for support/assistance by the visitor would prevent social distancing.

Visiting policy

Policy and procedure in relation to visiting is subject to change at any time based on new guidance, local community infection rates or infections within the home. Newlyn Court will endeavour to keep relatives informed of change.

As Newlyn Court has previously had an open visiting policy, we appreciate that restrictions in visiting may be upsetting, however, our prime concern must be for the safety of our residents **and staff and preventing the transmission of infection within the home.**

ALL visits must be pre arranged – see Responsible Visitor Code below.

Responsible Visitor Code

- Visits may be booked via telephone between the hours of 10am and 3pm.
- Visitors will be restricted to a single constant visitor per resident i.e the same family member visiting each time, wherever possible. This will limit the number of people visiting.
- In order to facilitate 'Track and Trace', Newlyn Court will keep a record of all visitors to the home.
- Ad hoc visits will not be enabled. **ALL** visits must be pre-booked for a specific day, time and length of visit. Visits will only be allowed between 2 and 4 pm. The manager retains discretion to waive this under exceptional circumstances.
- Visitors are requested to contact the home prior to a visit to ensure that the situation in the home has not changed.
- Visitors **MUST NOT** visit if they are unwell or have any COVID-19 symptoms on the day of the visit.
- Where the visit will be within the home, visitors will be screened by way of a temperature check and completion of a health questionnaire.
- Visitors should have **no physical contact** with the resident they are visiting or other residents and minimal contact with staff (less than 15 minutes / 2 metres. Where needed, conversations with staff can be arranged over the phone following an in-person visit.
- Visitors must comply with the infection prevention and control measures, including temperature check, mandatory hand hygiene, the use of PPE as required and social distancing requirements.
- Visitors must ensure that any gifts brought to give to the individual can be sanitised, in line with infection prevention and control (IPC) guidance
- Where possible, visitors should walk or travel to the home by car and **avoid public transport when visiting the home**
- It is not possible to enable visits by children at the present time

- Visitors are politely reminded that all aspects of this policy are subject to change at any time as the risk presented by COVID-19 and related guidance changes. We will endeavour to communicate any changes in a timely manner, however, we request your patience if, in certain circumstances, we have been unable to do so and apologise for any inconvenience this may cause.

Newlyn Court staff will endeavour to answer any queries relatives may have about the risk assessment and decision-making process and we will foster transparency wherever appropriate.

Staff will provide clear guidance on infection prevention control measures depending on the type of visit.

Ability to suspend visiting

In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within the home, some types of visiting may need to be immediately suspended.

.....the changing situation

Visiting policies and procedures will be reviewed as the COVID situation, guidance and advice evolves and as we learn from the implementation of this policy.'

City of Wolverhampton Council Care Home Visiting Guidance – 23rd July 2020

Update on policies for visiting arrangements in care home – GOV.UK 15th October 2020

Care Provider Alliance Briefing for Care Providers – 19th June 2020

Weekly Public health Care Home Guidance

City of Wolverhampton Council Care home weekly updates

