

Family and social visits at St Mary's Court and The New Deanery Care Homes during COVID-19

- **PROCEDURE FOR VISITORS AND CARE HOME TEAM**
- **SCREENING QUESTIONS**

Procedure (see visitor protocols for further information)

All visits will be pre-arranged, and the following details will be known to both the visitor(s), and the care home team:

- Names of visitor(s). This will be a maximum of 2
- The type of visit and agreed location
- The planned duration of the visit (maximum 30 minutes)

In advance of the visit the care home team will make any necessary preparations of the visiting area.

The resident will be supported to attend the visiting area in line with their individual visiting plan.

A member of the team will meet the visitors maintaining a distance of 2 metres at all times.

All visitors are required to use alcohol hand gel (as a minimum), submit to a temperature check, answer the screening questions below, sign this form, put on PPE. The electronic visitor signing in book will be completed by a member of the team.

What happens next will depend upon the type of visit as follows:

Drive through visits

- Visitors are shown to the agreed parking area
- Resident is seated 2 metres from the car
- A team member will support the resident and their visitor as indicated in the individual visiting plan

Window visits

- Visitors are shown to the seating area where they can clearly see the resident through the window
- Resident is seated inside on the other side of the window
- A team member will support the resident and their visitor as indicated in the individual visiting plan

Garden visits

- Visitors are provided with a PPE facemask, an apron and gloves, which they must put on and leave on for the duration of the visit
- Visitors are escorted to the area of the garden pre-prepared for the visit
- The resident is seated 2 metres from their visitors
- A team member will support the resident and their visitor as indicated in the

individual visiting plan

- Visitors will remove their PPE once off site and will dispose of it themselves

Screened visiting room visits

- Visitors are provided with a PPE facemask, a clear plastic visor, an apron and gloves, which they must put on
- Visitors are escorted to the visiting room by the most direct route and without coming within 2 metres of any other person
- Once in the visitor room, visitors can remove their PPE face mask but will leave the visor on
- The resident is seated in the visitor room on the internal side of the Perspex screen
- A team member will support the resident and their visitor as indicated in the individual visiting plan
- Visitors use alcohol-based hand gel before replacing their PPE face mask
- Visitors exit the site using the most direct route and without coming within 2 metres of any other person
- Visitors will remove all PPE once off site and dispose of it themselves
- A member of the team will thoroughly clean all hard surfaces on the visitor side of the Perspex screen

Bedroom visits

- Visitors are asked to wash their hands thoroughly
- Visitors are provided with a PPE facemask, disposable apron and gloves which they must put on and leave on for the duration of the visit
- Visitors are escorted to the resident's bedroom by the most direct route and without coming within 2 metres of any other person
- Once visitors are seated in the bedroom 2 metres from the resident, the bedroom door is closed
- A team member will support the resident and their visitor as indicated in the individual visiting plan
- Visitors are escorted back to reception using the most direct route and without coming within 2 metres of any other person
- Visitors remove their gloves and apron and place in a yellow bag for disposal
- Visitors are asked to wash their hands thoroughly
- Visitors exit the site
- Visitors will remove their PPE face mask once off site and will dispose of it themselves
- A member of the team will thoroughly clean all hard surfaces in the resident's bedroom

At the end of the visit a team member will complete the electronic visitor signing in book.

Visitor Screening Questions

1. In the past 14 days have you:
 - had a new continuous cough?
 - experienced a high temperature?
 - noticed a loss of, or change in, your normal sense of taste or smell?

Yes or No

2. In the past 14 days have you had close contact with any other person who has experienced any of the symptoms described at point 1., above?
This includes people you share a household or support bubble with.

Yes or No

3. In the past 14 days have you had close contact with any other person who has had a confirmed diagnosis of Covid-19?
This includes people you share a household or support bubble with.

Yes or No

4. In the past 14 days have you been told to self-isolate by NHS Test and Trace?

Yes or No

5. Have you been feeling unwell lately for any other reason?

Yes or No

6. Have you returned from overseas within the past 14 days from a country that meant you were required to self-isolate upon your return?

Yes or No

If the answer is yes to any of the above questions, or your temperature is 37.8C or above, the visit today will not be able to proceed.

Name of visitor.....

Signature of visitor.....Date.....

THIS FORM WILL BE RETAINED FOR 21 DAYS ONLY AND THEN DESTROYED. IT WILL NOT BE COPIED, VIEWED BY ANY UNAUTHORISED PERSON, OR OTHERWISE CIRCULATED.