

## **STEP BE STEP PROTOCOL FOR VISITING**

**MAY 2021**

### **IF THE WEATHER IS NICE. ALL VISITORS WILL BE ENCOURAGED TO SIT IN THE GARDEN AREAS.**

- 1 – RELATIVE CALLS AND BOOKS A TIME. REMEMBER WHEN BOOKING THE RELATIVES MUST TURN UP 30 MINUTES BEFORE THE VISIT TO COMPLETE THEIR TEST. ALTERNATIVELY, THE RELATIVE MAY NOW COMPLETE THE TEST AT HOME AND SHOW THE CARE HOME THE RESULTS. (THE TEST MUST NOT BE MORE THAN 72 HOURS OLD.) WHEN BOOKING ALWAYS ASK WHO IS VISITING. AS FROM 12TH APRIL WE ARE ALLOWED 2 X VISITORS/HAND HOLDERS AT EACH VISIT.
- 2, ALL VISITORS MUST SCAN THE QR CODE ON THE WINDOW, BEFORE ENTERING THE HOME.
- 3, VISITORS WILL HAVE THEIR TEMPERATURES TAKEN AND RECORDED AND ASKED TO USE THE HAND WASHING FACILITIES. VISITORS WILL BE GIVEN GLOVES, APRON AND MASK AND ASKED TO DON ALL NECESSARY PPE.
- 4, A TRAINED STAFF MEMBER WILL THEN ESCORT THE VISITOR IN TO THE BIRD LOUNGE. THE VISITOR WILL THEN BE ASKED TO COMPLETE THE CONSENT TO TEST FORM. (THIS IS STAPLED TO THE QUESTIONNAIRE.) IF A VISITOR REFUSES THE TEST, THEN A WINDOW VISIT WILL BE THE BEST WE CAN DO.
- 5, ONCE THE CONSENT FORM IS SIGNED. A TRAINED STAFF MEMBER WILL HELP YOU COMPLETE THE TEST. THE RESULTS WILL TAKE ROUGHLY 30 MINUTES TO COME BACK. AS FROM MAY 2021 VISITORS WILL HAVE THE OPTION OF PERFORMING AND REGISTERING THE TEST AT HOME. HOWEVER, THE RESULT OF THIS TEST MUST BE SHOWN TO THE STAFF MEMBER. ALL TEST RESULTS ARE TO BE NO OLDER THAN 72 HOURS.
- 6, WHILE WAITING FOR THE TEST RESULTS, THE VISITOR IS TO FILL OUT THE COVID QUESTIONNAIRE.
- 7, IF THE RESULT IS POSITIVE THEN THE VISITOR WILL BE ASKED TO LEAVE THE HOME AND CONTACT 119 FOR ADVICE.
- 8, IF NEGATIVE, THEN THE RESIDENT WILL BE DRESSED WITH PPE AND BROUGHT THROUGH TO THE BIRD LOUNGE AREA. THE SNEEZE SCREEN MUST REMAIN BETWEEN THE VISITOR AND RESIDENT AS A SAFETY DEVICE. IF THE VISITOR IS A NAMED HANDHOLDER THEN THE SCREEN IS TO BE REMOVED. HAND HOLDING ONLY IS ACCEPTABLE. NO CUDDLES/KISSES.
- 9, A STAFF MEMBER WILL REMAIN IN THE BIRD LOUNGE TO MAKE CERTAIN THAT ALL GUIDELINES ARE FOLLOWED CORRECTLY.
- 10 AFTER 30 MINUTES THE VISITOR WILL BE ENCOURAGED TO LEAVE THE BUILDING. A YELLOW BIN WILL BE PLACED OUTSIDE THE FRONT DOOR AND VISITORS ARE TO DISPOSE OF THEIR PPE OUTSIDE THE HOME.

11, THE RESIDENT IS TAKEN BACK IN TO THE LOUNGE AND THE BIRD LOUNGE AREA IS TO BE CLEANED AND DISINFECTED READY FOR THE NEXT VISITOR.

## Visits out of care home

From 4 May 2021, residents should be enabled to leave their care home to spend time outdoors, without subsequent isolation for 14 days, in the following circumstances:

- residents may be accompanied by:
- a member of care home staff
- one or both of their nominated visitors
- their essential care provider (where applicable)
- care homes should discuss arrangements with residents' nominated visitors, or essential care provider, in advance
- visits should take place solely outdoors, except for the use of toilet facilities
- there should be no visits to indoor spaces (public or private)
- Residents are not to use visitor's cars or public transport.
- visits should not involve the use of public transport
- Visits out of home should involve a walk to the promenade or outside seating areas in cafes/coffee shops.
- All visitors need to be aware that the risk of bringing covid 19 into the home after outside visits is extremely high. We are asking all visitors to please be extra cautious when out and about with residents.

**ALL PREVIOUS VISITING RULES IN RELATION TO BOOKING VISITS. TESTING VISITORS  
ETC STILL APPLY**

**THESE GUIDLINES WILL CHANGE AGAIN ON THE 17TH OF MAY. EVERY  
RELATIVE WILL BE ABLE TO HAVE UP TO 5 VISITORS INSTEAD OF 2.**