

CORONAVIRUS COVID-19



To protect yourself and others please **WASH YOUR HANDS FREQUENTLY**

Visitor Declaration - Risk Prevention

As you know we have been closed to all but essential visitors since mid-March. Thank you for your support in not visiting during this period. We know this has been a very difficult time for everyone and your co-operation has been very much appreciated.

The good news is that we are now facilitating controlled and time-limited external visiting to our services. This will form Phase 2 of our visiting framework; if matters improve we will move to Phase 3, however we are mindful that if matters deteriorate we would have to revert to Phase 1.

We have been working hard and have introduced a phased return to visiting whilst ensuring the safety of our residents and staff is maintained at all times. Our approach to visiting is as follows;

Phase 1

This was our initial approach which allowed for essential medical and end of life visits only.

Phase 2

We introduced this on Monday 13th July with the easing of restrictions with the introduction of a risk assessed and controlled visit specific to your family member. Visits will be on a planned basis from Monday - Friday within specific times at the discretion of the service.

You will be informed of the visiting arrangements for your family member by the service. Please note, this is subject to change at short notice should any identified risks occur or if there are changes to national guidance.

These visiting arrangements will be kept under constant review. Due to the complexities of adopting this approach there will be no facility to visit at weekends until further notice.

We want to ensure the allocation of visiting is equitable & fair, and also allow for some local flexibility. However for this to be successful we ask you to be patient and follow the guidelines we have set out below.

Visits can only be made at pre-arranged times and these will be jointly agreed between you, your family member and the service. This arrangement is in place to ensure we control the number of people visiting the care home and try to remain COVID Secure.

Whilst many of you have and will continue to use technology to keep in touch with your loved one, you must remember that they haven't seen you physically for a little while. It will take time for them (and you) to adjust to the new requirements so please encourage and support your loved one with their safety and those in the service in mind.

Visits will initially take place within a designated 30-minute time slot. We would ask for your co-operation in following this limit as this allows us time to accommodate as many visits as possible whilst ensuring infection control is maintained. If you arrive late for your allocated time slot your time slot will not be extended.

To protect yourself and others please **WASH YOUR HANDS FREQUENTLY**

Thank you for your co-operation.

(The information above is collected in line with our Privacy Notice and will be treated confidentially. If you would like a copy of our Privacy Notice, please speak to the Manager.)

CORONAVIRUS COVID-19



To protect yourself and others please **WASH YOUR HANDS FREQUENTLY**

Visitor Declaration - Risk Prevention

Phase 3

This will be dependent on the success and safety of Phase 2 where we hope with your cooperation and continued vigilance we can ease visiting restrictions further.

We reviewed our Phase 2 on 7th August and again on the 7th September. To ensure the safety and well-being of all residents, visitors and staff we have again made a unanimous measured decision to remain at this Phase 2 (as above) until at least 7th October.

We will keep you informed of each change as it occurs including our response to further national guidance, especially for those people who are still subject to any shielding or local lockdown criteria.

However, in ensuring that we protect our Service Users, staff and visitors we must also be responsive, we would automatically revert visiting criteria to our Phase 1 (as above) if in a service we have:

- COVID- 19 confirmed cases of Service Users or staff cases (1 or more).
- Local increase in infections and lockdown decisions made by the local Public Health Director.
- Implied risk from neighbouring areas (to those in localised lockdown) which would affect our services both in staffing & visiting.

Please note - social visiting cannot take place to a service that has a COVID-19 case within 14 days since the last positive test - please note that some local Public Health Directors will set a local limit of 28 days and we will work always within such local criteria.

Visiting will also not take place for a resident who is within their own period of 14-day isolation (for example a person who has recently been admitted from hospital).

Prior to the visit

- Visiting will be only be permissible if booked in advance; via email or a phone call to the service. Bookings will only be taken around the needs of the residents, during the hours of 9am until 5pm Monday to Friday and will be a maximum of once every 2 weeks.
- Unfortunately, we cannot permit visitors who are 13 years and under.
- We are afraid that we cannot provide refreshments during visiting we would respectfully ask that you refrain from bringing in any refreshments or gifts for your family member.
- To ensure your loved one is well enough for your visit and to avoid disappointment we would ask you ring the service just prior to leaving your home.
- We would ask you arrive 5 minutes before your appointed time, if you arrive late then we are afraid it will reduce the amount of time with your loved one.

To protect yourself and others please **WASH YOUR HANDS FREQUENTLY**

Thank you for your co-operation.

(The information above is collected in line with our Privacy Notice and will be treated confidentially. If you would like a copy of our Privacy Notice, please speak to the Manager.)

CORONAVIRUS COVID-19



To protect yourself and others please **WASH YOUR HANDS FREQUENTLY**

Visitor Declaration - Risk Prevention

During your visit

- There will be a dedicated 'check-in' area with PPE and screening instructions.
- At the start of the visit we will require you to thoroughly wash & dry your hands for internal visits and hand sanitiser will be offered for all external visits.
- For external visits please bring a face covering with you, if you don't have one then we will provide a single use mask which will be disposed of in the bin provided.
- Social distancing of 2 metres will be enforced.
- Homes may choose to supervise visits discreetly to support social distancing.
- In line with national guidance, we have set a limit of 2 visitors from 1 household for external visits and 1 visitor from 1 household for internal visits where these apply.
- The maximum visit time will be 30 minutes.

Following your visit

- Further visits will be planned subject to the service remaining COVID secure. However please be aware the frequency will be much less than it was previous to the pandemic for obvious infection control reasons and we thank you for your continued understanding, respect of this and your cooperation

Visitor Declaration.

Please read and consent to the following statements before your visit:

- I confirm I have not been unwell within the last 14 days - especially with a cough, loss of/change in smell or taste, high temperature, diarrhoea and/or vomiting or shortness of breath.
- I understand that I will be screened prior to visiting, this will include a temperature check and that my entry is at the discretion of the Service.
- My temperature was recorded at hrs today and was°C

Full Name:

Name of Resident:

Visiting:

Signed:

Time & Date:

Your contact number:

Please inform the service immediately if you have visited and have since developed symptoms or are informed that you have been in contact with someone who has been confirmed with Coronavirus since you last visited us.

To protect yourself and others please **WASH YOUR HANDS FREQUENTLY**

Thank you for your co-operation.

(The information above is collected in line with our Privacy Notice and will be treated confidentially. If you would like a copy of our Privacy Notice, please speak to the Manager.)