

CORONAVIRUS COVID-19



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

Visitor Framework & Declaration - (Scotland) 1st February 2022

We would like to thank you for your ongoing support of all our services and hard-working staff throughout this pandemic. It has been an incredibly challenging time for everyone and we recognise the impact that the pandemic has had on all those connected to our homes and within our local communities.

Staying in touch with your relative/friend is important and we want to help you do this as safely as possible. All of the people living in the Service are at a higher risk from COVID-19 because of their age and/or health. This framework will help you know what to expect when you visit and how to do this safely.

- To reduce the risk of COVID-19 in the Service, we have adapted how visits take place, in accordance with current guidance.
- The number of visitors may change, depending on the local and national alert level. Arrangements for visits may also change for some reasons for example, if there is an outbreak of COVID-19 in the Service.
- We will let you know how many people can visit at one time, the duration of the visit, where the visit will take place, whether you will need to have a COVID test and what else to expect ahead of the visit. Please consider this when planning your visit.
- In some circumstances, even if you have arranged a visit in advance it might have to change. For example, if there is an outbreak of COVID-19 at the Service, or if we are advised that the infection rate in the community is too high.
- The rules for visiting people where there are exceptional circumstances (such as end of life) will be different. Please contact us if you need to talk about this.

Before your visit

- **Please contact us to arrange a date and time for your visit which works for you, the person you are visiting and our staff.** Unfortunately, visitors who have not arranged their visit in advance will not be able to enter the Service.
- If you are extremely clinically vulnerable (previously shielding) please let us know.
- We will let you know how many people can visit at one time, the duration of the visit, where the visit will take place and whether you will need to have a COVID test and what else to expect ahead of the visit. Please take this into consideration when planning your visit.
- We know that lots of people will be eager to visit their loved ones as soon as possible, but unfortunately, we may only support a limited number of visitors at any one time.
- While we know this is a challenging time to protect people living and working at the Service, visitors must postpone their visit unless they can answer 'yes' to the following:
 - I am well and I do not have symptoms of COVID-19 (new continuous cough, fever or loss of taste and or/smell)
 - I have not tested positive for COVID-19 in the last 10 days
 - I have had COVID-19 in the last 10 days and confirm that I have complied with the self-isolation guidance for vaccinated individuals and have had 2 consecutive negative LFDs 24 hours apart
 - I have not been asked to isolate as a contact of a positive case in the last 10 days or nobody in my household is displaying symptoms of COVID-19
 - I have been a close contact of a positive case of Covid-19 in the last 10 days and have complied with the daily LFD testing guidance, all tests have been negative. It is more than 72 hours since the household contact tested positive.

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- Please be prepared to wear protective equipment. This may include a face covering and gloves.
- If you have any concerns or your circumstances change between booking your visit and the day of your visit you must get in touch with us.
- Please do not visit if you have any transmissible infections/illnesses e.g. flu, norovirus or symptoms such as coughing or sneezing, or diarrhoea and vomiting.

During your visit

- Our services have all made their own arrangements to make visits as safe as possible. This means visits will be a bit different to before COVID-19.
- You will be asked to sign in and provide your contact details. This is to check that you are feeling well enough to visit, and so that the Service and Test, Trace and Protect can get in touch if needed.
- As part of keeping people in the Service safe you will be asked to be tested for COVID-19 (called a lateral flow test) if you are visiting indoors. This is an extra way to reduce the risk of COVID-19 spread as it checks whether someone is infectious at the time of the test. You will be told whether you can take this away from the Service, or at the Service site.
- Unfortunately, if the test is positive you won't be able to visit your relative. If you took the test at the Service you will need to go straight home and contact the test and trace service to arrange follow up testing. Therefore, we would recommend that you have a contingency plan in place, should you need to return home immediately following a positive result.
- If the test comes back negative, please remember that you still have to follow all of the procedures to keep you and your relative/friend safe.
- Inside the Service, we ask that you continue to wear your face covering and any other PPE that you were asked to wear by a member of staff. Please continue to work within our visiting policy throughout the visit.
- We cannot accept the following during your visit:
 - Taking off any PPE according to guidance from the member of staff.
 - Entering into any part of the home that is not designated for your visit.

We will explain our procedure for visitors. This will vary depending on the alert level in place at the time of your visit. This will include:

- Where the visit will take place. This might be outdoors so please make sure you wear appropriate clothing
- Thoroughly washing or sanitising your hands on arrival and at appropriate times throughout your visit
- Appropriate use of face coverings and any personal protective equipment as directed by the Service staff
- Going to the bathroom. Ideally you should not use the toilets at the Service, but if required staff will advise which toilet is allocated as a visitor toilet
- Designated visitor areas will be cleaned before and after your visit. To help us maintain this cleaning regime, please follow any one-way markings that may be present. Please keep to the designated visiting area and avoid contact with other Service Users.
- We know that trying to talk to your loved one while wearing a face covering (if one is required) can be challenging.

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- To make talking easier, you could try:
 - maintaining eye contact and speaking clearly and loudly
 - wearing clothes that your loved one would recognise & taking off hats to see more of your face
 - using message boards or other technology provided by the Service

After your visit

- We will support you in seeking alternative ways to keep in touch with your loved one, for example, by arranging a future visit, or through video and telephone calls.
- If you become unwell with any of the symptoms of COVID-19 at any point before or after any visit please stay at home and organise a test. Please let us know as soon as possible that you have developed symptoms and when you receive the result of your test.

Mental Capacity & Decision Making

All guidance requires us a provider to consider the rights of Service Users who may lack the relevant mental capacity needed to make particular decisions and, where appropriate, their advocates or those with power of attorney should be consulted. For example, some people with dementia and learning disabilities may lack the relevant capacity to decide whether or not to consent to a provider's visiting policy.

We have updated our risk assessments and we are recording and respecting the decision making made by our Service Users in relation to who should be the two named visitor and visiting itself. Where our Service Users lack the capacity to decide on their named visitors, we will communicate and liaise with families to reach an amicable decision. Shaw healthcare will facilitate a meeting with the Service Users, social worker and family to reach a best interest decision.

Please note - visiting cannot take place to a service that has had a COVID-19 outbreak within a minimum of 14 days since the last positive test - unless the visit is deemed 'essential' / end of life.

Visiting will also not take place for a Service Users who is within their own period of required isolation (for example a person who has recently been admitted from hospital).

We thank you for your continued understanding, respect of this and your cooperation.

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Visitor Declaration & Consent

Please read and consent to the following statements before your visit, at the visit we will ask you:-

To confirm that I fully consent to completing a Lateral Flow Device (LFD) test and in addition:-

- I have not been feeling unwell recently?
- I do not have symptoms of COVID-19 (new continuous cough, fever or loss of taste and or/smell)
- I have not tested positive for COVID-19 in the last 10 days
- If I have had COVID-19 in the last 10 days I confirm that I have complied with the self-isolation guidance for vaccinated individuals and have had 2 consecutive negative LFDs 24 hours apart
- I have not been asked to isolate as a contact of a positive case in the last 10 days or nobody in my household is displaying symptoms of COVID-19
- If I have been a close contact of a positive case of Covid-19 in the last 10 days and have complied with the daily LFD testing guidance, all tests have been negative. It is more than 72 hours since the household contact tested positive.
- 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.
- And my temperature was recorded at hrs today and wasoC
- My LFD Test today was

Full Name:

Name of Service Users:

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Visiting:

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Signed:

.....

Time & Date:

.....

Your contact number:

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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.