

# CORONAVIRUS COVID-19



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

## Visitor Framework & Declaration - (Wales) August 2021

We would like to thank you for your ongoing support of all our care homes and hard-working staff throughout the past year. It has been an incredibly challenging year for everyone and we recognise the impact that the pandemic has had on all those connected to our homes and within our local communities. We are now hopefully seeing a way back to normal and look forward to opening our doors fully in the coming months.

“Visits to care homes: guidance for providers” <https://gov.wales/visits-care-homes-guidance-providers.html> (Updated 6th August 2021) continues to include a number of measures to minimize the risk within indoor visits. Version 10 of the guidance supersedes previous versions.

The key changes are:

- To introduce ‘essential visitors’. Each resident can now nominate an essential visitor. The essential visitor may visit the resident regularly indoors during a COVID-19 outbreak at the care home provided the resident or visitor do not themselves have COVID-19 (unless there are exceptional circumstances). This will ensure that people can continue to benefit from regular visits by a nominated essential visitor when wider restrictions on routine visits maybe in place.
  - To remove the limit of two indoor visitors at the same time per resident. This will now be subject to a risk assessment by the care home.
  - To remove the need for visitors to wear face coverings in outdoor areas of the care home.
  - To amend requirements on use of face coverings in indoor areas.
  - To clarify that indoor visits can take place in residents’ rooms as well as in a designated visiting space.
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- *Every care home resident can nominate named visitors who will be able to enter the care home for regular visits (and will be able to visit together or separately as preferred).*
  - *These visitors should be tested using rapid lateral flow tests before every visit, must wear the appropriate personal protective equipment (PPE) and follow all other infection control measures (which the care home will guide them on) during visits.*
  - *Visitors and residents are advised to keep physical contact to a minimum. Visitors and residents may wish to hold hands, but should bear in mind that any physical contact increases the risk of transmission. For this reason, there should not be close physical contact such as hugging, however hand holding can take place.*
  - *Care homes can also continue in addition to the named indoor visitors to offer visits to other friends or family members through arrangements such as outdoor visiting, rooms with substantial screens, visiting pods, or from behind windows*

*In all cases it is essential that visiting happens within a wider care home environment of robust Infection Prevention and Control (IPC) measures, including ensuring that visitors follow (and are supported to follow) good practice with social distancing, hand hygiene and Personal Protective Equipment (PPE) use.*

- Your care home will discuss with you the guidelines we need to follow for you to become a named visitor.

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- Furthermore, we are also delighted that visits can include a child or baby. Children under the age of 2 will not count towards the 2 named visitor quota.
- Clearly, visits involving children will need to be carefully managed and in agreement with the home manager. As per the guidance those over the age of 11 will need to wear PPE and be tested (with parental consent)
- Another development in the new approach to visiting is the nomination of an 'essential care giver' The essential care giver role is intended as a way of supporting the relatively small proportion of our residents who need some element of care and support that could only ever be provided by someone with a unique personal relationship with the resident, perhaps formed over many years. It is likely that this person will already be part of the ongoing care plan for the resident.
- In agreeing with you the designated Essential Care Giver role we will complete with you a risk assessment, and agree with you to be subject to the rigorous testing regime currently undertaken by our own staff. Please speak with your Home Manager for further details.

To keep your loved one and our care home safe, we ask that you please follow the below guidelines:

- Stay home if you are feeling unwell, including if you have a fever, a cough or a change in your taste and smell.
- Follow national guidance outside of your visit, including limiting your contact with other people and wearing a mask in public.
- Observe social distancing with anyone outside of your household or bubble and wash your hands regularly.

### Prior to the visit

- In this initial period 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, and we ask to you to call to arrange the hours of 9am until 5pm Monday to Friday.
- We are now able to accept weekend visits and weekdays outside of 9.00 - 5.00, but again will need to be booked in advance.
- 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.
- All resident's property brought into the service will be subject to 72-hour quarantine period ahead of the resident being able to access this.
- To ensure your loved one is well enough for your visit and to avoid disappointment we would recommend that you ring the service just prior to leaving your home.
- We would ask you arrive 45 minutes before your appointed time to allow for the LFD test process to be completed.
- Once implemented, if you do complete a rapid lateral flow test at home prior to your visit please bring that result with you.

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### Visitors who have recently tested positive for COVID-19

The UK & Welsh Government guidance on care home visiting expects.... Visitors who have recently tested positive for COVID-19 should not routinely be retested within 90 days unless they develop new symptoms or unless specific infection detection and response plans are in place for individuals or in the local area already. This means that some visitors will not need to be tested regularly because they will still fall into this 90-day window. These visitors should use the result of their positive PCR result to show that they are currently exempt from testing until the 90-day period is over. Once this 90-day period is over, visitors should then continue to be tested. They should still continue to follow all other relevant IPC measures throughout these 90 days, including social distancing, maintaining good hand hygiene and wearing PPE.

### Mental Capacity & Decision Making

All guidance requires that....“Providers must consider the rights of residents 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. These residents will fall under the empowering framework of the Mental Capacity Act 2005 (MCA) and are protected by its safeguards.”

We are updating our risk assessments and we are recording and respecting the decision making made by our residents in relation to who should be the two named visitor and visiting itself. Where our resident 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 resident, social worker and family to reach a best interest decision.

### During your visit

Inside the care home, 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.

Testing is one way of reducing the risk of visiting a care home, but it does not mean there is no longer any risk. Every visitor must return a negative test before each visit. We do seek your consent participate in testing, without your consent we cannot allow an indoor visit.

**Please note - visiting cannot take place to a service that has had a COVID-19 outbreak within a minimum of 28 days since the last positive test - unless the visit is deemed 'essential' / end of life.**

**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).**

**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 this Lateral Flow Test and in addition I:-

- Have not been feeling unwell recently?
- Had not recent onset of a new continuous cough?
- Have not noticed a loss of, or change in, normal sense of taste or smell?
- Not had recent contact (in the last 14 days) with anyone with COVID-19 symptoms or someone with confirmed COVID-19.
- Have returned from an overseas visit recently and am no longer in the quarantine period?
- 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.
- 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 was .....oC
- My LFD Test today was .....  
or My last Positive COVID-19 test was .....

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.

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