

CORONAVIRUS COVID-19



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

Visitor Framework & Declaration (England) - 4th April 2022

We would like to thank you for your ongoing support of all our care homes 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 care home 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.

- Every care home resident should have one visitor who can visit in all circumstances (including during periods of isolation and outbreak). End-of-life visits should always be facilitated.
- Only visitors (Essential Carer Givers) providing personal care should test before visiting. They will not need to test more than twice a week.
- NHS staff should be able to provide evidence of a negative test within the last 72 hours. CQC inspectors should test before their inspection, up to a maximum of twice a week if they are in care settings 2 times or more per week.
- Other visiting professionals should be tested with tests provided by the care home if they are providing personal care, as per the guidance for visitors providing personal care.
- Care home residents should only self-isolate if they test positive for COVID-19, or if they are admitted from a hospital where there is an active outbreak.

Before your visit

- While we know this is a challenging time to protect people living and working at the care home, 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 and have had 2 consecutive negative LFDs 24 hours apart
- Please be prepared to wear a face mask we will provide you, this may also include in some rare cases - gloves.
- 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

- You will be asked to sign in and provide your contact details.
- 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.

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- We know that trying to talk to your loved one while wearing a face covering (if one is required) can be challenging. 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 care home

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.

The Essential Care Giver role is vitally important to supporting residents' health and wellbeing.

- All residents should be enabled to have an essential care giver, who should be able to visit more often. Essential care givers will need to be supported to follow the same testing arrangements as care home staff.
- Essential care givers will need to complete an LFD test before visiting. They will not need to test more than twice a week.
- When essential care givers are providing direct personal care, they should follow the same PPE and infection control arrangements as care home staff.
- Every resident should be supported to choose an essential care giver to benefit from companionship and additional care and support provided by someone with whom they have a personal relationship.
- Essential care givers can visit in periods of outbreak and when their friend or family member in a care home is isolating. If a care home resident has tested positive for COVID-19, essential care giver visits can be made in exceptional circumstances (for example, severe distress or end of life) with appropriate IPC support, and consideration of vulnerability and vaccination status of the essential care giver.
- 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 our Registered Manager.

Mental Capacity & Decision Making

All guidance requires....“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 have updated 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.

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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
- 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

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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