

CORONAVIRUS COVID-19



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

Visitor Framework & Declaration - (Wales) 31st March 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.

“Visits to care homes: guidance for providers” & the “Social Care Transition Plan: April to June 2022” (28th March 2022) continue to include measures to minimize the risk from visiting, Shaw healthcare agree:

- Visitors should be welcomed, encouraged and enabled when there is no outbreak at the care home.
- Visiting arrangements should be as open and flexible as possible. If appointment systems are used they should facilitate rather than restrict visiting. There should not be inappropriate restrictions on visitor numbers or on the length and frequency of visits.
- **Welsh Government continue to advise Lateral Flow Device testing (LFDT) by visitors/visiting professionals and evidence of a negative test result within the 24-hour period preceding the visit.**
- Care homes should make tests available to visitors to self-administer off-site as they will not be readily available to members of the public through other means.
- **The Essential Visitor 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.
- Essential Visitors are being retained to provide continuity of visits during an outbreak. People may now nominate 2 essential visitors in order to give greater flexibility without significantly increasing footfall into the home during an outbreak. They may visit separately or at the same.
- **Although the legal requirement to self-isolate positive cases and unvaccinated contacts will end 28 March 2022, the guidance will remain unchanged until at least June 2022.**
- People should refrain from visiting care homes unless they:
 - are well and do not have symptoms of COVID-19 (new continuous cough, fever or loss of taste and or/smell) or any other infectious diseases
 - have not tested positive for COVID-19 in the last 10 days
 - if they have had COVID-19 in the last 10 days, to confirm that they have complied with the guidance for positive cases and have had 2 consecutive negative LFD test results 24 hours apart.
- If visitors are a close contact of a positive case of COVID-19 in the last 10 days they are asked to not attend the care home during this period of time
- Routine visiting into and out of care homes may be supported during some COVID-19 incidents or outbreaks, depending on public health advice for the specific outbreak.

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.

(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 Framework & Declaration - (Wales) 31st March 2022

- Wales is operating alert levels and the arrangements for visitors will differ depending on the alert level.
- To reduce the risk of COVID-19 in the care home, 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 care home.
- 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 care home, 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 always 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 care home.
- 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 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 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.
- 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.

(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 Framework & Declaration - (Wales) 31st March 2022

During your visit

- Our Care homes 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 care home and Test, Trace and Protect can get in touch if needed.
- Unfortunately, if the LFDT is positive you won't be able to visit your relative. If you took the test at the care home 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.
- Please remember that you still have to follow all of the procedures to keep you and your relative/friend safe.
- 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.
- 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.

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.

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

(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 Framework & Declaration - (Wales) 31st March 2022

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 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.