

CARE FOR VETERANS POLICY

Aim of the Policy

The aims of this policy are to outline restrictions that are in place during the current Covid-19 pandemic around residents receiving visitors.

Within the policy it outlines what guidelines we have in place for visitors booking visits to see a resident, and guidelines that they need to adhere to on the day of the visit.

It also outlines actions the organisation will take if any of the guidelines around visiting during the Covid-19 pandemic are not adhered to.

Ultimately the aim of the policy is to reduce the potential spread of Covid-19.

Definitions

A visitor is defined as someone who does not live or normally work on the premises as a paid staff member or accredited volunteer and who comes to Care for Veterans for a short period of time in order to see a resident.

For the purposes of this policy, visitors include people who:

- a) Provide professional services to residents such as G.P.'s, community nurses, pharmacists, occupational therapists, physiotherapists, ministers of religion, social workers, advocates, hairdressers, opticians, etc.
- b) Visit residents on a personal or social basis regularly or occasionally such as relatives, friends.

Policy on Residents Visitors and Visiting Arrangements

Where possible the organisation recommends utilising technology as a way of keeping in contact with family and friends during a pandemic.

However, we also acknowledge that being in the company of a family member or friend can be beneficial to an individual's mental well-being so therefore this policy aims to minimise the risk of Covid-19 being contracted during face to face visits.

Whilst we find ourselves in this current pandemic, we ask that in line with government guidelines around visitors to care homes, each of our residents has a single constant visitor. This means the same family member visiting each time to limit the number of different individuals coming into contact.

No pets are to be brought along to the visit.

Government guidelines on visitors to care homes state we are not to accept children as visitors at this time. We do acknowledge that prior to Covid-19, some residents were receiving regular visits from Grandchildren or children, so will make every effort to ensure residents are able to keep in contact with these members of their family through bespoke arrangements.

We would ask that if you have any concerns over this part of the policy, you raise it with a member of our management team who will be happy to discuss your concerns.

At present Care for Veterans will not accommodate any ad-hoc visits under any circumstances.

Visits must be planned and will need to be booked by ringing our reception staff and booking a 40-minute visit on one of our available visiting slots.

Care for Veterans has set aside six visiting slots per day for each of the three wings. This ensures that each resident within our care can have a minimum of one visit per week.

At present we are only offering visits during the period of Monday to Friday. Due to the nature of the service set up, we feel this is the safest period of the week for us as an organisation to ensure the visits are carried out in a safe manner.

On the day of your visit, we ask that you come unaccompanied, and where possible, in line with the government guidelines around visiting care homes, you do not use public transport to get here.

When you arrive, we ask that you come into our reception area and fill in our 'Responsible Visitor Code'. **(Please note this is a requirement of CfV in order to assist the NHS with their 'Test and Trace' system, and these forms will be held securely in line with Data Protection guidelines).**

Once this has been filled out you will need to approach the screen where our reception staff will take your form and will take your temperature and record it on your form.

At this point the reception staff will ask you to use the hand sanitizers we have in the reception area and to don your mask before approaching the screen. A visor can be worn, however this is to be worn along with a mask, and not in place of a mask.

The responsible visitors code outlines our expectations of you during your visit, and by signing this code you are confirming, that at the time of signing, you have not had any of the following symptoms, and have not experienced any of the following symptoms in the last seven days:

- a new continuous cough and/or
- high temperature
- a loss of, or change to, the individual's sense of smell or taste

By signing the code, you are also agreeing that:

- You permit to us checking your temperature upon arrival (using a non-contact thermometer), and accept that if you have a temperature of 37.8 degrees or above, we have the right to ask you to leave
- You have not had recent contact with anyone displaying symptoms of Covid-19 or anyone with a confirmed case of Covid-19
- You are not currently self-isolating
- You must remain two meters from your relative for the duration of the visit, and there can be no physical contact upon arrival, during or at the end of the visit
- You adhere to the allocated visit time booked and leave the service when your visit has ended (40-minute visit)
- You will report to reception upon arrival, where any gifts for your relative should be left. You will be offered the opportunity to wash your hands and then will be shown to the visiting area where you will remain for the duration of your visit. Upon arrival at reception you will be shown the designated visitor's toilet. Where possible we ask you use this before your visit starts to reduce the foot traffic in and out of the building
- You must provide your own mask and wear it for the duration of the visit
- You will attend the visit unaccompanied

At present we are asking that you do not consume refreshments or food during the course of your visit.



Due to visitors not adhering to the Responsible Visitors Code, we are now asking staff to regularly 'police' visits that are taking place. Any visitors found in breach of the 'Responsible Visitors Code' may be asked to leave the premises immediately and suspended from attending future visits.

Government guidelines state that you refrain from engaging in conversation with staff that you may encounter on the day of your visit. Staff are happy to deal with any queries you may have over the telephone or via email. Should you need to speak to a staff member regarding a pressing issue, we ask that you adhere to social distancing regulations and keep the conversation to a minimum as per government guidelines.

Where possible we will, in line with government guidelines, be keeping all visits to the designated outside area. This area will be cleaned at set times during the day to further reduce the potential contraction of Covid-19.

We can offer inside visiting areas; these visitor bays are away from the wings and are situated in an area that minimises visitors' access in the building. Currently we are not able to offer visits in resident's rooms. This rule may be relaxed to accommodate end of life visits.

To help combat the threat of Covid-19, we provide all visitors bays with blue paper and spray. We ask that where possible, all visitors spray and wipe down the seat and table in their visitors bay at the end of the visit.

Due to the governments track and trace system, we are being asked by the government to keep records of all visitors that we have to the service.

We at Care for Veterans reserve the right to amend any of the above with immediate effect, if this is required, in order to keep staff, residents and their loved ones safe from the ever changing threat of Covid-19.