

POLICY AND PROCEDURE: VISITING AND VISITORS DURING COVID-19

NUMBER: 155

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.

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 30-minute visit on one of our available visiting slots.

Care for Veterans has set aside five visiting slots per day for each of the three wings residents to receive face to face visits. These visits take place in the wings designated pod area.

There are also 8 virtual visits slots available each day. These visits are 40 minutes long and take place via the big screens in the Well-Being Hub (Social & Rec).

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 pod visit, 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 high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- breathing difficulties

By signing the code, you are also agreeing that:

- You consent 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 (last 14 days) with anyone displaying symptoms of Covid-19 or anyone with a confirmed case of Covid-19
- You are not currently self-isolating or recently returned from an overseas visit and are still in the quarantine period
- You do not bring along any pets/animals with you
- You adhere to the allocated visit time booked and leave the service when your visit has ended (30-minute visit)
- You will report to reception upon arrival, where any gifts for your relative will be left. You will be offered the opportunity to wash your hands and will then 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 visitors' toilet. Where possible we ask you use this before your visit starts to reduce the foot traffic in and out of the building

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 face to face visits to the designated pod areas. To help combat the threat of Covid-19, we provide all visitor pods with blue paper and spray. We ask that where possible, all visitors spray and wipe down the seat in their visitor's pod at the end of the visit.



Currently we are not able to offer visits in resident's rooms. This rule may be relaxed to accommodate end of life visits.

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.