



## Visiting Policy and Protocol

### Policy

#### Introduction

This policy and protocol have been produced to enable BCVS homes to reintroduce the safe visiting of residents within its homes after a long and protracted period of 'lockdown', in response to COVID-19.

At the point of writing there has not been updated guidance from government about how more regularised visiting should be managed. However, BCVS homes are hoping that this is being developed and that more advice is imminent. In the meantime, BCVS homes is committed to keeping its residents and staff safe during the pandemic. In addition, the government has not committed to routine and regular testing for all staff and residents.

#### Purpose

This protocol aims to provide a set of principles to enable BCVS homes safely receive visitors during the COVID19 pandemic, while minimising the risk of its introduction to, or spread within, the care home.

This protocol recognises how difficult it has been for both people using care and those who care for them (loved ones and staff) to restrict visits, and the importance of finding ways to start to enable visits again in a risk-based, balanced way, and help to reduce the inevitable anxiety experienced by the families and friends of those in Bathampton Manor as they have been unable to visit them for some time.

#### Background

The protocol is intended to help during the COVID-19 outbreak, which is anticipated to last for a sustained period, compared to the usual period for other infectious outbreaks. As we see other parts of our community experiencing a small degree of easement of the lockdown rules in England, it is important to recognise that for those in residential care settings, there is a need to balance the continued management of COVID-19 risk, with a cautious approach to enabling the opportunity to receive visitors.

Given the uncertainty about the future progress of COVID-19 and difference in local transmission rates, the whole situation will require constant vigilance.

We are not allowing any internal visits at this time; therefore, all visits must take place outside in the garden and all visitors will be required to wear face masks.

We will be carefully regulating and limiting the number of visitors initially in order to minimise the risk of the introduction of COVID-19; for example, enabling one person to visit at a time, with a maximum of two visitors from the same household any one time to the individuals identified by the resident/ person receiving care, or in discussion with the relevant person with decision making authority of the resident if the resident cannot make that choice.

It is not possible to enable visits by children at present, given the current guidelines and PPE and social distancing measures as of June 2020.

### **Getting to and from the home**

Wherever possible, visitors should a try to walk or travel by car and avoid public transport when visiting the home, in line with the latest government advice on travel during COVID-19.

### **Ability to suspend visiting**

In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within the home, visitor restrictions may need to be immediately implemented which suspend some of these enabling approaches and will include exclusion of any non-essential visitors.

Visits between residents and their visitors must operate fully in line with the latest infection prevention and control guidance including provisions relating to the use of designated areas for visits and the use of social distancing practices, good hand hygiene, use of PPE for visitors and residents.

Visits will need to be booked in advance for a specific day, time and length of visit, (maximum of one hour) to enable visiting to be re-established within the setting. Visitors must check in with the care home on the day prior to their visit just in case the situation in the care home has changed.

### **Types of visits**

Visits may occur in the following ways:

- Window visits: This will need safe ground floor window access for both residents and their visitors, and the relevant social distancing and PPE measures will need to be observed.
- Garden visits: there is independent access to the garden at Bathampton Manor, so visitors can avoid moving through the care home to the garden. This will be in designated areas in the grounds of the home.
- Drive through visits: These are facilitated visits in the car park of the home. Again, any relevant PPE measures and social distancing will apply.

- In-room visits: These visits may be facilitated as appropriate, in line with national guidance in relation to **essential / end of life** visits to ensure the person can die with dignity and comfort, taking into account their physical, emotional, social and spiritual support needs. Please Speak to the manager directly.

## **Visiting Protocol**

- All visits must be pre booked
- Visits will be facilitated in 1- hour slots(maximum) between 10-12 noon and 14.00-16.00.
- No entry is permitted to the building
- Do not attend if you feel unwell have a temperature or cough
- Adhere to all social distancing requirements
- No hugging, touching or hand shaking of relatives
- Do not bring any goods or foodstuffs
- Visits will not be facilitated at mealtimes

## **Bathampton Manor**

Designated areas will available in the garden area and chairs will be provided along with sanitisers.

A gazebo will be provided where possible, if the weather is bad, we may be able to facilitate a visit in the garden room, however this will only be available for one family at a time and limited to half an hour to allow staff to clean the area thoroughly. All distancing guidelines must be observed as with outside visits.

## **Greystones**

Greystones has limited outdoor space and is working to the current government shielding guidance. Please contact the Home Manager to discuss future visiting arrangements.

Please help the staff in the home manage these visits successfully.

June 2020.