

# Country Court Visiting Guidelines

July 2022

# Our family, caring for yours

Visiting to care homes returned in March 2021 and it has been lovely to welcome you all back to our homes. The guidance for care homes was updated to remove the requirements to Lateral Flow Test before visiting on 1st April 2022. We are delighted that we will be seeing more of you in our care homes again and know that this will have huge benefits for the well-being of our residents. We have updated our visiting guidelines to reflect this change.

As we care for a huge variety of residents with different needs and desires, aspects of visits will differ for some people, so please be aware that all visits are at the Home Manager's discretion and will be reviewed on a case-by-case basis with the safety of the resident and the wider home in mind. The situation can change quite quickly and we will endeavour to update you with any amendments to these guidelines.

If you have any questions or concerns, please contact the Home Manager directly who would be happy to discuss.

## Visiting procedure

- There is no longer a requirement to pre-book your visit.
- There is no time limit for your visit.
- There is no longer a need to take a Lateral Flow Test before visiting a care home.
- There is no limit on the number of visitors per resident or the frequency of visits.
- Should a home have a positive (or suspected) case of Covid-19, it will again be closed to visitors in line with guidance from local authorities and local public health bodies. The guidance varies between areas so please check with your care home.

Home Managers reserve the right to cancel visits. One nominated essential caregiver will be able to visit on a pre-booked basis during an outbreak.

## Prior to visits

- Visitors to care homes will no longer need to take a Lateral Flow test (LFT) before visiting our care homes. However, we are asking people to take necessary precautions to keep themselves and their loved ones safe, in line with general population guidance.
- Essential caregivers will no longer be required to provide a negative lateral flow unless they are providing personal care.
- All adult visitors will be required to wear a face mask. Please bring a washable face covering or disposable face mask with you.

## On arrival

- Please report to the main reception for your visit. We cannot allow any visits without reporting to reception first.

## During visits

- A member of staff will be on hand to help should you need anything but will leave you to enjoy your visit.
- A face mask is required for all visits, please bring one along with you.
- Social distancing must be adhered to where possible. We understand some relatives will want to hold hands which can take place, but we ask that contact is kept to a minimum.
- Full infection control procedures will be followed at all times.
- Please continue to avoid visiting during mealtimes.

## External visits

- Care home residents will no longer be asked to isolate following high-risk visits out of the care home (including following emergency hospital stays) and will not be asked to take a test following a visit out.

## In the event of a Covid-19 outbreak

- Should a home have a positive (or suspected) case of Covid-19, it will again be closed to visitors. Home Managers reserve the right to cancel visits. One nominated essential caregiver will be able to visit on a pre-booked basis during an outbreak.
- Essential caregivers will no longer be required to provide a negative lateral flow unless they are providing personal care.
- Residents will only be asked to isolate for 10 days if they test positive for COVID-19 or if they are discharged from an area of a hospital in active outbreak, or if the care home is in outbreak.
- Free Lateral Flow tests will remain available to end isolation as soon as possible to minimise the impact on resident wellbeing. Individuals will continue to be able to test from day 5, ending isolation early after two consecutive negative tests taken 24 hours apart. Every resident may receive one visitor during their period of isolation, who can visit at any time.



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