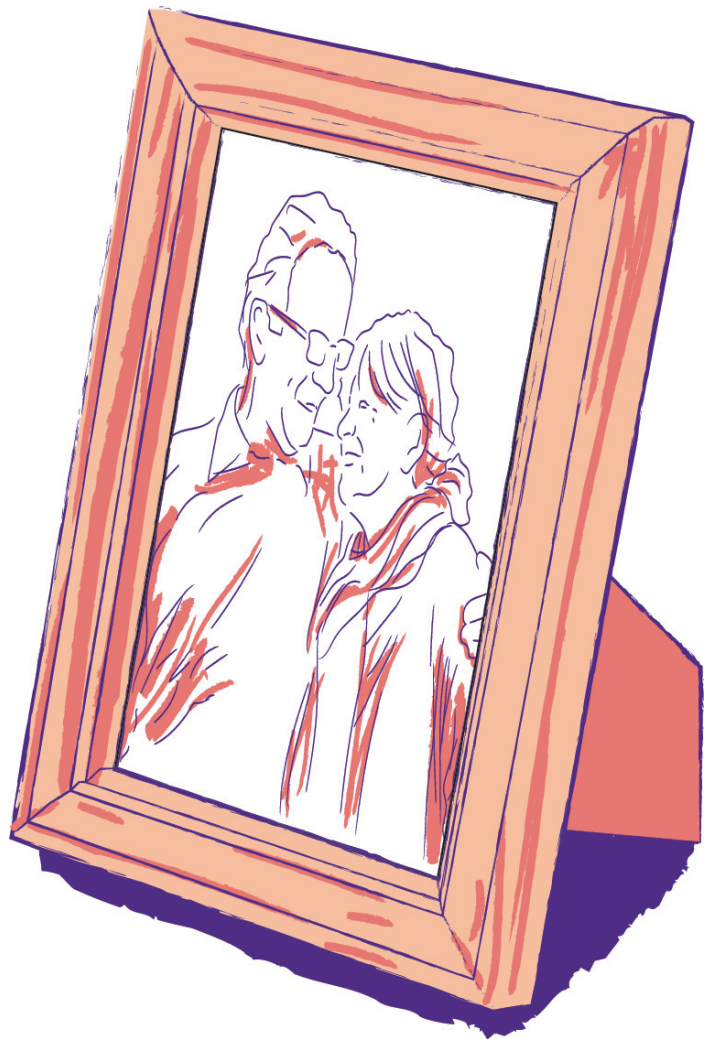


# Country Court Visiting Guidelines

December 2021



# 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. Following the discovery of the Omicron variant, the guidance for care homes has changed from 15th December, to provide further precautionary steps to keep our residents safe. This means that we have had to tweak some of our visiting procedures, which includes the requirement for all visits to be pre-booked and a limit on how many nominated visitors each resident can receive.

To help everyone understand these changes, we have updated the guidelines below. 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 booking procedure

- Visits will be now only be available on a pre-booked basis.
- Each resident can name up to 3 nominated visitors during this period, on top of their chosen essential care giver. Unfortunately we will be unable to accept additional visitors beyond this number, other than in exceptional circumstances. Each home will be asking all residents for their nominated individual, either provided by the resident themselves, or by their Next of Kin if they do not have capacity to do so.
- Visits will only be available between the hours of 10am and 4pm, on a pre-booked basis and we would ask you to avoid lunchtimes where possible. Any visits outside of this time frame must be authorised by the Home Manager.
- Visits must be limited to 30 minute slots to allow us to fit in all requests.
- While we want to facilitate as many visits as possible, this will be subject to availability. Please be aware that multiple visits a week will only be available as long all other residents have been able to have their visits.
- Visits will now be limited to 1 person per time, unless agreed by the Home Manager.
- 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.

## Prior to visits

- Please do not visit the home if you are feeling unwell, have any symptoms of Covid-19 or have come into recent contact with anyone who has Covid-19.
- All adult visitors to our care homes will be required to submit a negative test result from a Lateral Flow Test prior to entering the building. This will take around 30 minutes to process and you will not be able to enter the home until you have had your result. The home will provide the Lateral Flow Test and ask you to register on the Government website (which we will provide a link for).
- At busy times the wait to process your Lateral Flow Test may take a little longer than previously. We will do our best to arrange this as quickly as possible but please be patient while we ensure everyone is safe.
- All adult visitors will be required to wear a face mask. Please bring a washable face covering or disposable face mask with you. If you wish to hold hands with your loved one you will be required to wear gloves and apron, which will be provided by the home.

## On arrival

- Please report to the main reception for your visit. We cannot allow any visits without reporting to reception first.
- All guests will need to pass through the thermal imaging machine at the main reception. This will measure your current temperature and if your temperature is running high, we will be unable to let you in at that point. No data will be stored from this machine.
- Once in reception, please wash your hands and sign in. All visitors will be asked to sign a 'Health Passport' confirming they do not have symptoms and adhere to our guidelines.
- All visitors will be required to undertake a Lateral Flow Test and receive a negative result prior to entering the home. On arrival, we will help you administer the test and then ask you to wait outside of the home for 20-30 minutes before the result is returned.
- Once the test result has been returned as negative, a member of staff will greet you for your visit, issue the relevant PPE and escort you to the designated area. Please do not re-enter the home prior to this, or if your result is returned as positive.

## During visits

- All visits must take place in the residents room. Unfortunately we will be unable to allow visits in communal areas of the home.
- A member of staff will accompany you to your relative. They will be on hand to help should you need anything but will leave you to enjoy your visit.
- We would encourage social distancing, to reduce any risks. However, it is possible to hold hands, as long as you are wearing full PPE.
- 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.
- We would ask you not to bring any gifts at this time to avoid risk of contamination. If you wish to provide a gift for your relative we can arrange this separately.
- Please be aware that to avoid exposure to surfaces, we will be unable to provide toilet facilities during visits.

## After visits

- Please respect the 30 minute time limit for visiting to allow us to facilitate all requests promptly and fairly.
- At the end of your visit, a staff member will escort you out of the home.
- Each visiting area will be cleaned and all surfaces wiped down to reduce the risk of contamination.

## External visits

- Residents can still leave the home with their family members should they wish. They should avoid visiting people they do not spend time with regularly or mix in large groups indoors.
- We would ask that anyone they are visiting are fully vaccinated and undertake regular Lateral Flow Testing.
- For residents who are double-vaccinated, the new guidelines state that they must take a Lateral Flow Test every other day for 14 days after leaving and returning to the home
- For residents who are not double-vaccinated, they will need to isolate for 14 days on return to the home
- Residents may be asked to self-isolate following an emergency stay in hospital or a visit to a 'high-risk' environment. This will be judged on a case by case basis by the Home Manager.



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01733 571951



@CountryCourtUK



[www.countrycourtcare.com](http://www.countrycourtcare.com)



[info@countrycourtcare.com](mailto:info@countrycourtcare.com)