



Countryview
NURSING HOME
COMFORT AND CARE FOR ALL

Our Responsible Visitor Code of Conduct - COVID Secure Visiting Arrangements

Receiving visitors is an important part of care home life. Maintaining opportunities for visiting to take place is critical for supporting the health and wellbeing of residents and their relationships with friends and family. This Code of Conduct sets out the measures that Countryview Nursing Home have put into place (following a full risk assessment) to provide COVID-secure visiting arrangements which are in line with current Government guidance. Everyone must abide by the Code.

Visiting Days **7 days per week**

Visiting Hours **Between 10.30am and 5.30pm**

Visitors do not need to call in advance to make an appointment during these hours.

Anyone visiting outside of these hours must call in advance to advise of their intended visit.

The duration of the visit is not limited if safe visiting practices are maintained

- Visits are permitted in one of the following
 - **Blue Room** Face Mask to be worn
 - **Inside the Home and Gardens** Face Mask to be worn throughout the visit
 - **Bedroom** (for those not able to get up), Face Mask to be worn

 - Lateral Flow Testing is not a requirement for visiting in Care Homes, however we continue to encourage any visitor to test prior to visiting the home.
 - Lateral flow Tests must be registered by visitors in advance of the visit via the Government website <https://www.gov.uk/report-covid19-result> using the home's unique organisation reference number is 10053932
- If you are planning to visit with more than 4 people (excluding babies and toddlers) we respectfully ask that you do call in advance to advise us of this
- We always welcome well-behaved young children into the home, we ask that you do not allow children to run around inside the home and that they are aware of the other residents who live here. This is for everyone's safety
- It is not recommended that face coverings are worn by children under the age of 3
- Visitors should not enter the home if they are feeling unwell even if they have tested negative for COVID-19 and are fully vaccinated – transmissible viruses such as flu, respiratory syncytial virus and norovirus can be just as dangerous to care home residents. Visitors should avoid visiting until at least 5 days after they feel better.



INVESTORS IN PEOPLE

Countryview (Warkton) Limited Company Registration Number: 03676228 Registered Office Address: 35 Colworth House, Colworth Park, Sharnbrook, Bedford, England, MK44 1LQ



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- Visitors who are not legally required to self-isolate are advised against visiting the care home for 10 days if they have been identified as a close contact of someone with COVID-19 (unless absolutely necessary), even if they have been fully vaccinated. Where visits do occur, visitors should have received a negative lateral flow test result earlier in the day of the visit.
- Physical contact is permitted if Infection Control Measures are in place - please continue to use PPE for the visit and hand washing before and after holding hands. Masks continue to be required but gloves are not needed for handholding and stringent adherence to hand washing is advised.
- Vaccination is one of our best defences to combat infection, particularly after 2 or more doses. It is strongly recommended that visitors receive 2 doses of the COVID-19 vaccine plus the booster.
- All visitors must comply with Countryview's Infection Prevention and Control measures, mandatory hand hygiene and the use of PPE as required. Any breaches of PPE regulations will not be tolerated.
- We remain alert to protect those most at risk and in the event of an outbreak, the home will immediately stop visiting (except in exceptional circumstances) inside the home but will continue to offer visit in the pod.
- Where a resident is End of Life all visiting arrangements will be overridden and we will work together with families and residents in supporting and planning visits as agreed with Matron/Nurse in Charge.
- Essential Care Givers are permitted to visit in all circumstances including an outbreak and are no longer required to complete a weekly PCR test.
- In the event of an outbreak, visiting will continue but will be restricted to one visitor per resident at a time. The person visiting can differ however only one is permitted per resident into the home at a time.

ON THE DAY OF THE VISIT

- Use the hand sanitizer prior to entering the home and/or pod
- Complete the Visitor Declaration Form and Sign into the visitors' book
- Put on the PPE provided - masks
- When your visit is finished, please dispose of the PPE in the bins provided
- Forms must be completed fully for each visit. All personal information is destroyed after 28 days in line with company GDPR policy

ADDITIONAL INFORMATION

- A dynamic risk assessment will be completed each visiting day and in the event of bad weather and/or extremes of temperature visits will not go ahead, and visitors will be advised accordingly
- If the Nurse on Duty determines that the resident is not well enough to receive a visitor, they will contact the visitor as soon as possible

Last Updated 20th June 2022



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