



# Countryview

NURSING HOME  
COMFORT AND CARE FOR ALL

## Our Responsible Visitor Code of Conduct

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 safe 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. Where a resident is End of Life all visiting arrangements will be overridden and we will work together with families and residents in support and planning visits as agreed with Matron/Clinical Lead**

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

- Visits can take place in the following areas -
  - **Inside the Home and Gardens**
  - **Bedroom** (for those not able to get up) or with the permission of the Resident
- Lateral Flow Testing is **now longer a requirement for visiting.**
- 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.
- Face coverings are not required for visitors except in the event of an outbreak in the home.
- We remain alert to protect those most at risk and in the event of an outbreak visitors will be advised via a notice on the entrance door as well as via email in advance (for resident family and friends where the home holds a valid email address).
- In 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. Masks must be worn during an outbreak by all visitors. It is not recommended that face coverings are worn by children under the age of 3.



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 should not enter the home if they are feeling unwell. As well as COVID-19 this includes other transmissible viruses such as flu, respiratory syncytial virus and norovirus which can be just as dangerous to care home residents. Visitors should avoid visiting until at least 5 days after they feel better.
- All visitors must comply with Countryview's Infection Prevention and Control measures, maintain good hand hygiene practice and use PPE as and when required. Any breaches of PPE regulations will not be tolerated.
- All visitors must sign into the Visitors Book (for Fire Regulation purposes) and use of the hand sanitizer is recommended prior to entering the home
- Complete the Visitor Declaration Form and Sign into the visitors' book.

## **ADDITIONAL INFORMATION**

- 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 14<sup>th</sup> April 2023*



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