



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 **Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday**

Visiting Hours **10.30, 11.30, 2.00, 3.00**

- Visits are permitted in one of the following
 - Close Contact Visit – **Blue Room** Lateral Flow Test Required, PPE to be worn throughout the visit
 - Close Contact Visit – **Inside the Home, Patio**, Lateral Flow Test Required, PPE to be worn throughout the visit (weather permitting)
 - Close Contact Visit – **Bedroom** (for those not able to get up), Lateral Flow Required, PPE to be worn throughout the visit
 - Visitors Pod – no Lateral Flow Test Required, no PPE to be worn
- Lateral Flow Testing can be conducted
 - **At Countryview** prior to the visit – please allow an additional 30 minutes before your scheduled visit
 - **Self-Testing at home** using test kits provided by the Government. Visitors must show proof of their negative test result by text message to staff at the home on arrival. The test **MUST** have been conducted within the last 2 days. We are not able to distribute packs of tests to visitors in line with MHRA rules
- Each resident can have up to 3 nominated visitors plus one essential care giver who are able to enter the care home for regular visits. This number does not include preschool aged children
- The 3 visitors must be named visitors and their details will be held on a list for each resident
- **ALL visits must be booked in advance by calling the home 9am to 4pm Monday – Friday OR at the end of your visit- ad-hoc visits are not permitted - this is to limit the number of visitors in the home at a given time.**
- To reduce the risk of infection, no more than 2 visitors at a time for the resident during one day
- School aged children will not be able to enter the home
- If you have school aged children who wish to see their loved ones, then there is the opportunity to use our visiting pod.



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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- If you feel uncomfortable entering the home, we continue to offer the use of our visitor's pod
- Any visitors OVER AND ABOVE the 3 named visitors will be able to utilize the visitors' pod
- Please note that the use of the visitor's pod is subject to an individual risk assessment for your loved one. This will determine if it is safe for them to be transferred into the pod. Please discuss this with us prior to booking for us to assess on a case-by-case basis. If this is not determined at time of booking, we cannot guarantee that the visit can go ahead
- The duration of the visit in the home is not limited if safe visiting practices are maintained
- It is not recommended that face coverings are worn by children under the age of 3
- 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 and aprons 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. Whilst we cannot enforce it, it is strongly recommended that visitors receive 2 doses of the COVID-19 vaccine plus the booster.
- Visitors inside the home must receive negative lateral flow test result and report it on the day of the visit - either by conducting the test at home or at the care home upon arrival
- All visitors must comply with Countryview's Infection Prevention and Control measures including a temperature test, mandatory hand hygiene, the use of PPE as required and social distancing requirements and remain in the designated visiting area. Any breaches of PPE regulations will not be tolerated
- We will work together with families and residents in supporting and planning end-of-life visits as required.
- Visiting is facilitated wherever it is possible to do so safely and in line with Public Health Guidance we will review our procedures. We remain alert to protect those most at risk
- In the event of an outbreak, the home will immediately stop visiting (except in exceptional circumstances)
- No visits are permitted after 5pm.
- Where a resident is End of Life the visiting arrangements will be overridden and agreed with Matron/Nurse in Charge
- **ANY changes to who is visiting (from the 3 nominated visitors) must be communicated in advance**



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ON THE DAY OF THE VISIT

- If you are running late, please call the home in advance
- Use the hand sanitizer prior to entering the home and/or pod
- For the pod call 01536 484692 to advise that you have arrived
- For close contact visits into the home please complete your lateral flow test in the pod OR at home on the day
 - please allow an extra 30 minutes before your booked visit to complete the lateral flow test and wait for the results
 - please leave the lateral flow device on the tray provided with your name clearly labelled for recording purposes
 - take your temperature and record on the disclaimer form
 - put on the PPE provided – gloves, masks, and apron
 - when your visit is finished, please dispose of the PPE in the bins provided
- For pod visits enter the pod using the visitor's door five minutes prior to your appointment time
 - Register your visit using the Visitor QR Code and take your own temperature (inside the pod) and record on the disclaimer form
 - Wear your own mask until you are seated in the pod – then you may remove your mask
 - No food inside the pod
- The forms which must be completed are in the visitor's pod or foyer along with clear guidance of which forms to use. Forms must be completed fully for each visit. All personal information is destroyed after 28 days in line with company GDPR policy

DO NOT VISIT IF

- You have any COVID-19 symptoms or have been advised to self-isolate
- Visitors should not enter the home if they feel unwell even if they have tested negative for COVID-19 and are fully vaccinated and have received their booster. Transmissible viruses such as flu, RSV and norovirus can be just as dangerous to care home residents. If visitors have any symptoms that suggest other transmissible viruses, they should avoid the home until at least 5 days after feeling better

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 15th December 2021



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