

# Country View Nursing Home

## 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 – **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 as many visitors as they wish. To reduce the risk of infection, no more than 2 visitors at a time or over the course of one day (this does NOT include babies and pre-school aged children) **All bookings must be made in advance by calling the home between 9am and 4pm Monday to Friday OR at the end of your visit**
- Children aged 11 and older must have a Lateral Flow Test
- Any visits involving children should be carefully considered by the family and agreed with the home in advance of the visit. It is very important that any children visiting are able to follow the Infection Prevention Control measures carefully.
- It is not recommended that face coverings are worn by children under the age of 3
- **ANY changes to who is visiting must also be communicated in advance**



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- Visitors are advised to keep physical contact to a minimum. Visitors may wish to hold hands but should bear in mind that any physical contact increases risk of transmission. For this reason, there should be no close physical contact such as hugging
- Facetime or Zoom calls will be available **every Wednesday & Saturday** – these are booked in advance by calling the home
- No ad-hoc or unannounced visits are permitted – all visits must be prearranged
- The forms which must be completed are in the visitors pod 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
- It is recommended that visits will be for 30 minutes however may be shorter or longer with the residents consent
- Social distancing with staff must be adhered to at all times
- 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.
- Toilet facilities will be provided in the Blue Room
- 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



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### **ON THE DAY OF THE VISIT**

- If you are running late, please call the home in advance
- Park outside the front of the house wherever possible
- Use the hand sanitizer prior to entering the pod
- Call 01536 484692 to advise that you have arrived
- For close contact visits – please complete your lateral flow test in the pod
  - 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
  - walk around to the front of the house and make your way round to the blue room steps to enter the house
  - 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
- Gifts should be able to be wiped down, clearly labelled, and placed in the box outside the pod

### **DO NOT VISIT IF**

- You have any COVID-19 symptoms or have been advised to self-isolate
- You feel unwell on the day of the visit

### **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 25<sup>th</sup> May 2021*



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