



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 6.30pm**

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 supporting and facilitating visits as agreed with Matron/Clinical Lead.

- Visits can take place in the following areas -
 - **Inside the Home and Gardens**
 - **Bedroom** for those not able to get up and/or with the permission of the Resident.
- 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).
- If exceptional circumstances apply, such as an outbreak of COVID-19, D&V or Norovirus visits from friends and family will be assessed on an individual basis as to whether they should occur. It may be appropriate to reduce or postpone visits if a visit would pose a significant risk to the health, safety or wellbeing of someone (resident, staff or visitor) on the nursing home premises, which cannot be mitigated through other measures.



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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- During exceptional circumstances such as an outbreak, the use of appropriate PPE will be accessed and communicated via a notice on the entrance door, by phone as well as via email in advance.
- Visitors should **not** enter the home if they are feeling unwell. Please consider this when visiting our Nursing Home. These are.
 - COVID-19
 - Cold/Flu
 - Norovirus
 - Diarrhoea
 - Vomiting

There is no specific cure for stomach bugs and should be treated at home. Please stay at home **until 2 days after** symptoms stop. Our residents are extremely susceptible to all these viruses and cannot fight them off as well as others.

- 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).
- All visitors should use the designated Hand Sanitizer in the Reception Area prior to entering the home.
- Visitors must only use the Visitors Toilet and no other toilet within the home using the hand washing facilities provided.
- Visitors must not enter the kitchen area and, if requesting a drink or meal, wait at the serving hatch to be served.

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 16th February 2025



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