

Version: 6 FOI Status: Public	Guidelines for Visitors to Derbyshire County Council's Residential Care Settings Practice Guidance Derbyshire County Council – Adult Social Care	Originally Issued: July 2020 V6 Issued: July 2021 Review: When required Author: Quality and Compliance
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**Guidelines for Visitors to Derbyshire County Council’s Residential Care
Settings Practice Guidance
Derbyshire County Council – Adult Social Care**

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If you would like to make any comments, amendments or additions please email
ASCH.AdultCare.Policy@derbyshire.gov.uk

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Guidelines for Visitors to Derbyshire County Council's Residential Care Settings

Central government has issued guidance regarding visiting arrangements in care homes and visits made outside the care home. The council has considered this guidance alongside advice from the Director of Public Health and Derbyshire County Council's Health Protection team. Please find a link to the government's latest guidance around visiting in care homes [here](#) and visits out of the care home [here](#).

To ensure the safety of all our residents and staff, these visits will be structured, and the guidance below must be adhered to by all visitors.

Visits within and outside will only be permitted at homes where there are no cases of COVID-19, unless there are exceptional circumstances which mean the visit should take place e.g. end of life visiting. Where there have been cases of COVID-19, visits will not be permitted until the outbreak is deemed to be over via Derbyshire County Council (DCC) processes, and this will be at least 14 days after the last laboratory confirmed case of COVID-19 at the home (where there has been a variant of concern identified this may be extended to 28 days).

Framework for Visits

- 1 Visits inside the home can be made by people named by the resident. Whilst there is no limit on the number of named people who can visit at once, this will need to be agreed with the manager of the home and will depend upon the size and layout of the home.
- 2 Visitors coming inside the property will be screened (see Health Questionnaire at Appendix 1) and asked to undertake a lateral flow test on arrival at the care home, if there are no concerns raised from the questionnaire. Visitors will be asked to wait for the result, which must be received and registered, before entering the care home. The visit will not go ahead following a positive result.
- 3 Self testing before arriving at the care home must be agreed with the care home manager in advance. Where agreed, the visitor must be able to provide the following evidence of a negative test on the day of the visit; an email or text from NHS Test and Trace **or** a date stamped photograph of the test cartridge with the result shown.
- 4 Where possible, and where the weather permits, outdoor visits will continue to be offered.
- 5 Visitors can bring their own refreshments to enjoy during the visit if required.
- 6 All visits must be pre-arranged with the manager on duty at the home.
- 7 Visitors will be asked to wash their hands on arrival with soap and water or to use a hand sanitiser gel when they first enter the property, and wear a face mask which will be provided

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by the home (visitors will be asked to wear a visor in some limited circumstances). The personal protection equipment (PPE) must always be correctly worn and remain in place. Should you require assistance please alert the staff within the home.

- 8 During visits inside the care home, it is important that visitors do not come into contact with any other residents; the visitor should be escorted to a dedicated visiting room or the relative/friend's bedroom, depending upon individual circumstances within the care home.
- 9 To minimise contact with staff if you wish to have any discussion in relation to your relative/friend which is likely to take longer than 15 minutes (maintaining over two metres social distance), please arrange to do so by telephone afterwards.
- 10 Whilst wearing PPE it is important to make sure you speak loudly and clearly to your loved one so they can hear you. As part of your face will be obscured by the face mask, ensure hats are not worn and eye contact is maintained.
- 11 Physical contact like handholding can take place provided hand washing protocols are followed. Close personal contact such as hugging presents higher risks but will be safer if it is between people who are double vaccinated, without face-to-face contact, and there is brief contact only wearing appropriate PPE following handwashing.
- 12 Visits may be limited in frequency and time in order to ensure all residents have the opportunity to spend time with their named visitors, and allow staff to complete the required cleaning between visits.
- 13 Visits may be cancelled at short notice if they cannot be safely facilitated in accordance with government guidance, if your relative/friend is unwell, the care home has an outbreak or on advice from the Director of Public Health.
- 14 On the morning of the visit (by telephone) or outside on arrival, visitors will be asked some COVID-19 related questions about their health and the health questionnaire form at Appendix 1 will be completed and stored in accordance with General Data Protection Regulations (GDPR).
- 15 Gifts must be placed in a plastic bag, any food items must be shop bought and in sealed packets to enable easy cleaning with wipes.
- 16 Gifts should be left by the chair and will be retrieved by the staff and given to the resident once they have been sanitised.
- 17 If your lateral flow test result is positive the visit will not be permitted in any form, before you leave the care home, you will be asked to complete a Polymerase Chain Reaction (PCR) test. After taking this test you should immediately go home, avoiding public transport wherever possible, and self-isolate in accordance with national guidance available [here](#).

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- 18 Where a resident is provided care by a named 'essential care giver' they will be able to receive visits from this person even where the home is experiencing an outbreak of COVID-19. This person will need to use the same PPE as care home staff and will be subject to the same routine testing regime. They will also need to be informed of the potential risks.

Visits Outside the Care Homes

1. All visits must be pre-arranged with the manager on duty at the home at least one day before the planned visit.
2. Visits by the resident outside of the care home will normally be made with a staff member, their named visitor/s or, if applicable, their essential care giver.
3. The proposed visit will be subject to an individual risk assessment by the care home and will include all of the steps that will be taken to mitigate the risks associated with the visit. It will be necessary for the resident to isolate for a period of 14 days following the visit **if** it is assessed by the care home as being a 'high risk' visit, such as an overnight stay in hospital.
4. Where the visit (or part of the visit) will take place indoors, the named visitor/s must have a Lateral Flow Test on the day of the visit and receive a negative result. If the result is positive, the plan for the visit will stop immediately and self- isolation procedures followed. Guidance is [here](#).
5. Visits may be cancelled at short notice if they cannot be safely facilitated in accordance with government guidance, if your relative/friend is unwell, the care home has an outbreak or on advice from the Director of Public Health.
6. Current social distancing guidance should always be observed during the visit outside the care home.
7. If there has been any possibility of exposure to COVID-19 the nominated visitor must inform the home immediately, following which the resident may be asked to isolate for 14 days upon their return.
8. The government guidance for visits made outside of care homes is [here](#) .

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Appendix 1 Health Questionnaire

To maintain the health and safety of our residents and staff, we ask that you complete the health screening questionnaire prior to every visit as your visit may need to be rearranged.

Care Home

Your Name

Contact number.....

Who are you visiting..... ?

- 1. Have you been feeling unwell in any way recently? **Yes/No**
- 2. Have you had a recent onset of a new continuous cough? **Yes/No**
- 3. Do you feel that you have a high temperature? **Yes/No**
- 4. Have you noticed a loss of, or change in, normal sense of taste or smell? **Yes/No**
- 5. Have you, or someone in your household, tested positive for COVID-19 in the last 10 days or are waiting for the result of a COVID-19 PCR test? **Yes/No**
- 6. Have you been advised to self-isolate by NHS Test and Trace or are you aware that you have been in contact with any person with suspected or confirmed COVID-19 within the last 14 days? **Yes/No**
- 7. Have you returned from an overseas visit recently and if so are you still within any quarantine period required? **Yes/No**
- 8. Do you consent to conducting a lateral flow test before your visit and to share the results with staff at the care home prior to visiting your relative?
Yes/No
- 9. Have you had both doses of a COVID-19 vaccination? **Yes/No**

Staff member facilitating the visit

Date

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Author History

Approval History

Authored by: Jennifer Harper Job Title: Group Manager Date: July 2020

Approved by: Senior Management Team Date: July 2020

Change History

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