

Version: 4 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 Issued: March 2021 Review: When required Author: Jennifer Harper
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Guidelines for Visitors to Derbyshire County Council's Residential Care Settings Practice Guidance

Derbyshire County Council – Adult Social Care

If you would like to make any comments, amendments or additions please email
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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.

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. 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.

Framework for Visits

- 1 Always consider whether alternatives, such as video and phone calls, would provide as much benefit for you and your relative/friend as visiting in person.
- 2 Visits inside the home can be made by two constant, nominated people, individually or separately, per resident who have undertaken a lateral flow test (LFD) at the care home prior to each visit, and received a negative result.
- 3 Visitors will be asked to undertake a lateral flow test prior to commencing the visit. After completing the test, they will be required to wait until the result has been received and registered.
- 4 Where possible, and where 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 Visits will be restricted to a maximum of two constant people in most cases. It may be possible for one child per visit under the age of two years to visit with a nominated person. This must be discussed with the care home manager prior to the visit. The child will not be counted as a nominated visitor. Please contact the unit manager to discuss the situation if there are exceptional circumstances.
- 8 Where an internal visit can be facilitated, visitors will be asked to wash their hands with soap and water or to use a hand sanitiser gel when they first enter the property, and wear Personal Protective Equipment (PPE) (mask, gloves, apron) during the whole visit which will be provided by the home. PPE must always be correctly worn and remain in place. Should you require assistance please alert the nominated staff member for the visit.

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- 9 During visits inside the care home, it is important that visitors do not come into contact with any other residents; you will be escorted to a dedicated visiting room or your relative/friend's bedroom, depending upon individual circumstances within the care home.
- 10 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.
- 11 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 covering, ensure hats aren't worn and eye contact is maintained.
- 12 After a negative lateral flow test, and provided all the required PPE is worn, visitors and residents may wish to hold hands, but should bear in mind that any contact increases the risk of transmission. There should not be any close physical contact such as hugging because of the risk of infection
- 13 Visits may be limited to once a week and will be time limited in order to ensure all residents have the opportunity to spend time with their relative/friend, and to allow staff to complete the required cleaning between visits.
- 14 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.
- 15 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 form at Appendix 1 will be completed and stored in accordance with General Data Protection Regulations (GDPR).
- 16 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.
- 17 Gifts should be left by the chair and will be retrieved by the staff and given to the resident once they have been sanitised.
- 18 If your LFD 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](#).
19. In some, limited cases, 'essential care givers' will be permitted to visit where close personal care from a loved one is critical for the resident's immediate health and wellbeing. These arrangements will be subject to a specific risk assessment agreed by the care home and will only be supported where appropriate.

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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 can only be made with a staff member, their nominated visitors or, if applicable, their essential care giver.
3. Visits should take place solely outdoors, except for the use of toilet facilities.
4. Visits can be made to public spaces or the garden of the residents nominated visitors.
5. Public Transport must not be used.
6. Private cars or licensed taxis can be used to transport the resident to a public space or nominated visitors' garden. The guidance for the use of a private car is [here](#).
7. The nominated visitor and resident must wear a face covering within the car unless they have a medical exemption.
8. The nominated visitor 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 [here](#).
9. The resident will have a Lateral Flow Test on the day of the visit if this is positive for COVID 19 the plans for the visit will stop immediately. An individual risk assessment would need to be undertaken on residents who decline the test or in whom it is not possible to undertake the test.
10. 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.
11. Current social distancing guidance should always be observed during the visit outside the care home.
12. If there has been any possibility of exposure to COVID-19 the nominated visitor must inform the home immediately. It should be explained to relatives/friend prior to the visit that unless all control measures are followed, the resident may need to isolate following the visit.
13. The supplementary guidance for visits made outside of care homes is [here](#) and the guidance and visits out of care homes guidance is [here](#).

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Appendix 1 Health Questionnaire

In order 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 tested positive for COVID-19 in the last 10 days? **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 are you still in the quarantine period? **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

Staff member facilitating the visit

Date

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Author History

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

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Change History

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