








Care Home Visiting: Visit Type & Level of Risk

Type of Visit	<u>Covid Alert level</u>	Level of Risk for this visit type	Mitigation Actions to reduce Risk
All visits require staff support. All contact arrangements to be made in advance. Visitors to the home must complete a COVID-19 health questionnaire. Visitors must not come into contact with other residents. Minimal contact time with staff (up to 15 mins).			
Virtual No face to face visits	National restrictions/ lockdown Very High (Tier 3) or High (Tier 2)	No risk to resident or visitor Suitable for Full Lockdown or Outbreak in the home, plus supplementary contact in-between face to face visits when restrictions are lifted	Conducted via a telephone or video-call to enable people to see each other virtually
Closed Window Visit	National restrictions / lockdown Very High (Tier 3) High (Tier 2)	No risk to resident No risk to visitors that do not mix households during their visit Risk assessment in place Due to visitors being outside of the window, no possible transmission of the virus can occur between the relatives and resident. This visit can occur at any level of transmission Suitable for Full Lockdown or Outbreak in the home. Does not require contact with care staff.	Visitors remain outside of the resident's room window, or a designated visiting room window which remains closed. The resident may need assistance from staff to sit at the window or to use a telephone to speak to family outside. The inside and outside of the window should be wiped clean at the end of the visit, ready for other residents and visitors. No restriction on how many visitors per day, although staffing capacity, cleaning time and daily routine of residents must be factored in

			Visitors should only be from one household bubble at any time.
<p>Garden Pod</p>   	<p>National restrictions / lockdown Very High (Tier 3) High (Tier 2)</p>	<p>No risk to resident No risk to visitors that do not mix households / bubbles during their visit</p> <p>Risk assessment in place</p> <p>Due to visitors being outside of the window, no possible transmission of the virus can occur between the relatives and resident.</p> <p>This visit can occur at any level of transmission, subject to travel restrictions and the homes ability to facilitate the resident accessing the pod and visitors accessing the pod.</p>	<p>Visitors remain separated by a fully sealed glazed panel/window, with no openings.</p> <p>The resident and visitor must access from different entrances</p> <p>The resident may need assistance from staff to access the garden pod and sit at the window or to use a telephone speaker to speak to family on the other side of the window.</p> <p>The inside and outside of the window should be wiped clean at the end of the visit, ready for other residents and visitors.</p> <p>Enhanced cleaning of Chairs, door handles, surfaces as per COVID-19 cleaning guidance for non-health care settings.</p> <p>Hand sanitiser available for visitors preferably using a no-touch dispenser.</p>
Visiting pod or booth	<p>National restrictions / lockdown Very High (Tier 3) High (Tier 2)</p>	<p>No risk to resident No risk to visitors that do not mix households during their visit</p> <p>Risk assessment in place</p>	<p>Visitors remain separated by a fully sealed glazed panel/window, with no openings.</p> <p>The resident may need assistance from staff to access the pod and sit at the window or to use a telephone speaker to speak to family on the other side of the window.</p>

  		<p>Due to visitors being outside of the window, no possible transmission of the virus can occur between the relatives and resident.</p> <p>This visit can occur at any level of transmission, subject to travel restrictions and the homes ability to facilitate the resident accessing the pod and visitors accessing the pod.</p>	<p>The resident and visitor must access from different entrances</p> <p>This pod or booth is internal to the home, but directly accessed via an external door. The pod or booth is sealed with walls and a ceiling which means that it is secure and will not enable the virus to be transmitted to the residents on the other side.</p> <p>The inside and outside of the window should be wiped clean at the end of the visit, ready for other residents and visitors.</p> <p>Enhanced cleaning of Chairs, door handles, surfaces as per COVID-19 cleaning guidance for non-health care settings.</p> <p>Hand sanitiser available for visitors preferably using a no-touch dispenser.</p>
Garden Visit	Medium (Tier 1)	<p>Medium risk to resident Medium risk to Visitor</p> <p>Risk assessment in place</p> <p>Due to being outdoors, there is adequate ventilation and being a minimum 2 metres apart, the likelihood of the virus being transmitted between visitors and resident is minimal</p>	<p>Visitors remain outside of the care home in the garden, socially distanced from their relative who is also sat in the garden 2 metres away. Up to 2 visitors from the same household or bubble</p> <p>Visitors and residents wear face coverings/face masks</p> <p>Gazebos & shelters can be used with open sides</p> <p>Plastic chairs for visitors can be easily cleaned Hand washing/hand sanitiser used</p>

			Chairs, door handles, surfaces cleaned
<p>Garden room/Separate Garden structure</p> 	Medium (Tier 1)	<p>Medium risk to Resident Medium risk to Visitor</p> <p>Risk assessment of the different variations in place</p> <p>Risk lessened with the room being outdoors and if windows/doors are open the risk is lowered further as this aids ventilation and reduces the time that virus remains in the room.</p>	<p>Visitors access via an entrance directly into the garden</p> <p>Access the garden building separately to resident and sit at least 2 metres apart with face coverings/face masks</p> <p>Enhanced cleaning of the room including chairs and surfaces touched as per COVID-19 cleaning guidance for non-health care settings</p> <p>Hand sanitiser available for visitors preferably using a no-touch dispenser.</p>
<p>Conservatory attached to the Home as part of the building</p>	Medium (Tier 1)	<p>Medium Risk to resident Medium Risk to Visitor</p> <p>Risk assessment in place</p>	<p>Visitors access via an outside door directly into the conservatory from the garden</p> <p>Access the conservatory separately to resident and sit at least 2 metres apart with face coverings/face masks</p> <p>Doors must remain open to aid ventilation of the space.</p> <p>Doors that access the home must be shut.</p>

			<p>Enhanced cleaning of the room including chairs and surfaces touched as per COVID-19 cleaning guidance for non-health care settings</p> <p>Hand sanitiser available for visitors preferably using a no-touch dispenser.</p>
Dedicated Room inside the home dedicated to visiting	Medium (Tier 1)	<p>Medium</p> <p>Risk assessment is needed to be in place</p>	<p>This room must be a dedicated clean room, situated close to an exit and subject to enhanced cleaning, with chairs placed 2 metres apart</p> <p>Visitors and resident must wear facemask/PPE mask</p> <p>Windows must be opened to aid ventilation of the room</p>
Visiting a resident inside their own room	<p>Medium (Tier 1)</p> <p>Plus in exceptional circumstances such as End of Life situations for either the resident or a relative</p>	<p>Very high or high risk if local COVID-19 transmission levels are high</p> <p>Medium risk if local area COVID-19 transmission levels are low</p> <p>Risk assessment required for individual circumstances</p>	<p>Guidance on end of life is being produced. With minimal or no local COVID-19 transmission, visiting can take place with PPE in place.</p> <p>Chairs for visitors must be placed 2 metres apart from the resident</p> <p>Enhanced cleaning of the room including chairs and surfaces touched as per COVID-19 cleaning guidance for non-health care settings</p> <p>Hand sanitiser available for visitors preferably using a no-touch dispenser</p>