

Information for indoor contact visiting:

- Visitor numbers should be limited to a single constant visitor wherever possible, with an absolute maximum of 2 constant visitors per resident. This, for example, means the same family member visiting each time to limit the number of different individuals coming into contact. This is in order to limit the overall number of visitors to the care home and/or to the individual, and the consequent risk of disease transmission from multiple different routes.
- Where an indoor contact visit can be facilitated, visitors should be asked to wash their hands with soap and water or to use a hand sanitizer gel when they first enter the property and when they leave.
- You may consider providing a temperature check of all visitors to provide confidence to visitors and staff.
- During visits inside the care home, it is important that visitors do not come into contact with other residents. Social distancing (between visitors and residents, staff and visitors from other households) must be maintained at all times.
- In order to minimise contact with staff who are providing care, any discussion with staff that is likely to take longer than 15 minutes, should take place over the phone after the visit is complete.
- Visitors will need to wear a face covering throughout the visit. Surgical face masks should be provided by the home if visitors do not bring their own. Additional PPE may need to be considered and offered beyond a face covering if appropriate to the need of their visit.
- Care homes may want to consider preparing visitors for their visit by ensuring they understand to maintain eye contact and speak loudly and clearly to their loved one so they can hear.
- Skin to skin contact such as handshakes or hugs, should be avoided and social distancing should be maintained during the visit.
- Friends and family should be advised that their ability to visit care homes is still being controlled, is based on a dynamic risk assessment, and is subject to the specific circumstances of the care home and those living and working within it. This is likely to mean that the frequency of visits is limited and/or controlled.
- Visits may be cancelled at short notice if they cannot be safely facilitated in accordance with government guidelines or where the resident is unwell.
- On arrival visitors will need to be asked some COVID-19 related questions about their health, an example form that Care Homes can consider using is provided (appendix E) Please ensure that visitors understand that the completed form will be stored in accordance with GDPR regulations.

- Likewise care homes should support NHS Test and Trace by keeping a temporary record of visitors in the event contact tracing is required. This link provides a list of information that would be useful to collect:
<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>
- Please ensure that seats are provided 2 metres apart in the designated area and advise the visitor that these must not be moved.
- Gifts must be placed in a plastic bag, any food items must be shop bought and in sealed packets.
- Gifts should be left by the chair and will be retrieved by the staff and given to the resident once they have been sanitised.