

NAZARETH CARE

Charitable Trust

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COVID Visitors Policy Update – July 2020

Every person and their family have the right to request visits for their loved one and will be supported to do so if necessary.

Each request must be individually risk assessed to ensure we mitigate risk as far as reasonably possible and to enable families the opportunity to visit their loved one where we can.

All colleagues will act with the utmost integrity demonstrating honesty and transparency in their handling of any visiting request.

Families requesting visits will be treated with respect and sensitivity.

There are times where the visit may not be able to be facilitated in line with current policy, best practice or legislation. There may not be the opportunity to meet in an outdoor space or the 2m rule may not be able to be observed.

Each visit will be considered separately, approval for one visit does not automatically guarantee it will be approved on the next request as legislation, policy and best practice guidance change throughout the pandemic.

Children under 18 are not allowed to visit.
Any visit that is not in line with current legislation will not be facilitated as it is a criminal offence to incite others to break the rules.

This policy is for use during the Covid-19 pandemic only and will be reviewed as necessary in line with government issued guidelines.

Procedure

During the Covid-19 pandemic all visiting requests should be individually risk assessed.

Consideration must be given to the supported persons known wishes, the family's involvement and factors to reduce unnecessary harm to all parties.

The General/ Deputy Manager will initiate and assess each individual request.



Recommendations must consider all aspects such as environment, hygiene (PPE) and person related aspects.

Scrutiny around adherence in practice to PPE usage and decontamination processes during and after visits will be carried out through the compliance team and by Area Managers during weekly calls with Service Leaders.

Guiding Principles

Our Commitment

To enable family visits whilst maintaining our duty of care to ensure we minimise the possible risk of transmission of Covid-19.

This requires us to reduce the number of people individuals come into contact with (the people we support and our colleagues). We will initially only allow one visitor to visit at a time and to minimise the length of visit to 20 mins

Government issued guidelines require us to reduce the number of colleagues involved in the care and support of individuals and therefore while we are clear that contact is important for the wellbeing of people supported and their families we are prevented from extending this beyond social contact for families.

For clarity this means family members/visitors cannot be permitted to provide supports that would require either physical contact and/or activities that would require close contact. Social distancing of a minimum distance of 2m must be strictly observed at all times.

Families must be aware of this principle and understand these as our continuing priorities in doing all we can to protect the people we support and our colleagues.

In considering Our Commitment (outlined above) we must qualify all visit requests against the following criteria:

1. Where possible we would want to facilitate visits in garden areas. Where it is not possible to facilitate visits in our gardens. A robust risk assessment from the care setting to the place of visit should be completed. In these circumstances families would need to be able to confirm they will wear PPE (mask and gloves)
2. Only one family member should normally visit at any time. In some situations, however, a visitor may need assistance to be able to attend, and that should be taken into account. Where the family member requires physical or emotional assistance to visit the benefits and risks of this assistance being provided by another family member from the same household require careful consideration by the General Manager.



3. To the greatest extent possible and recognising that visiting can be emotionally and physically exhausting, the same family member should represent the family over the period of the pandemic and until the government issued guidance changes during the 5 stage approach in United Kingdom

4. It is recommended that visits are weekly but we recognise that there are times where more frequent visits are requested. This must be able to be effectively scheduled, staffed and all PPE and decontamination processes are followed.

5. When possible, the person we support should consent to receive visitors, if not, their previously known wishes or judgement of a legally appointed proxy decision maker or closest relative should be considered.

6. Visitors should provide informed consent that they understand the personal risks associated with visiting and that they understand the restrictions that determine that visits are solely to provide social contact

7. Visitors should confirm their understanding that only those approved through the Risk Assessment process can attend and if additional visitors attend at the scheduled time, we would have no option but to deny the visit due to the potential for increased risk that we have not had the opportunity to assess. All such actions should be recorded and reported to the SMT immediately.

8. In all cases, visitors must agree to undertake the necessary checks upon arrival at the premises which may include temperature checks.

9. In all cases, visitors must give explicit commitment that they will comply with Track and Trace protocols as defined by the government. This includes isolation when they have been in contact with someone who is symptomatic or tests positive, alerting the service that they have been in contact with a symptomatic or tested positive person.

10. In all cases, visitors must consent to wear PPE (masks and gloves) and undertake all other relevant hygiene requirements equivalent to that used by care colleagues in the specific care setting. Support should be provided to put on and remove equipment as necessary.

Care Homes are entitled to limit the frequency of visits, duration of visits, or numbers of visitors in accordance with the risk to other people we support, other colleagues, or other practical considerations in the care setting.

Circumstances in which may result in a visit not being allowed include:

1. Where the visit requires indoor space to be utilised either for the visit itself or to access the garden (note this excludes end of life visits which would be considered separately using the End of Life Visitors Policy .



2. When Visitors will not agree to wear PPE coverings for visit.
3. Where we are not confident the person supported, or their family member is able to maintain the 2 metre social distancing measure.
4. Where any person supported or colleague is unwell and/or exhibiting symptoms of COVID-19 - a new, persistent cough, fever or high temperature and a loss or change to your sense of smell or taste.
5. Where any potential visitor is unwell and/or exhibiting symptoms of COVID-19 symptoms.
6. Where any potential visitor has knowingly been in contact with someone who has Covid-19 symptoms. (for example another family member or friend).
7. In the event of any suspected or actual outbreak of COVID-19, or a suspected/known case of COVID-19 within the home, visitor restrictions will be immediately implemented which suspend these enabling approaches and will include exclusion of any non –essential visitors. This should be implemented in a transparent manner with open and clear communication to all relevant people.

