

Winash Rest Home

Winash Rest Home, 7 Albert Road, Clevedon, North Somerset, BS21 7RP

 Review Sheet		
 Last Reviewed 04 Jan '22	 Last Amended 04 Jan '22	 Next Planned Review in 12 months, or sooner as required.
Business impact	 <p>MEDIUM IMPACT</p> <p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p>	
Reason for this review	Change in legislation	
Were changes made?	Yes	
Summary:	<p>This policy will support a service to re-open to visitors during the COVID-19 pandemic and continues to be updated in light of current guidance. It has been reviewed following an update to 'Guidance on care home visiting' and section 5.7 has been updated to highlight that nominated visitors should be the same wherever possible. References have also been checked to ensure they remain current.</p>	
Relevant legislation:	<ul style="list-style-type: none"> • The Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021 • The Care Act 2014 • Equality Act 2010 • The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 • Human Rights Act 1998 • Mental Capacity Act 2005 • Mental Capacity Act Code of Practice • Data Protection Act 2018 • Coronavirus Act 2020 	

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<p>Underpinning knowledge - What have we used to ensure that the policy is current:</p>	<ul style="list-style-type: none"> • Author: UK Health Security Agency, (2021), <i>Coronavirus (COVID-19) testing in adult care homes</i>. [Online] Available from: https://www.gov.uk/government/publications/coronavirus-covid-19-testing-in-adult-care-homes [Accessed: 4/1/2022] • Author: Department of Health and Social Care, (2021), <i>Testing for professionals visiting care homes</i>. [Online] Available from: https://www.gov.uk/government/publications/coronavirus-covid-19-testing-in-adult-care-homes/testing-for-professionals-visiting-care-homes [Accessed: 4/1/2022] • Author: Department of Health and Social Care, (2021), <i>Coronavirus: how to stay safe and help prevent the spread</i>. [Online] Available from: https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do [Accessed: 4/1/2022] • Author: Department of Health and Social Care, (2021), <i>Coronavirus (COVID-19) testing for adult social care settings</i>. [Online] Available from: https://www.gov.uk/government/publications/coronavirus-covid-19-testing-for-adult-social-care-settings [Accessed: 4/1/2022] • Author: British Geriatrics Society, (2020), <i>COVID-19: Managing the COVID-19 pandemic in care homes for older people</i>. [Online] Available from: https://www.bgs.org.uk/resources/covid-19-managing-the-covid-19-pandemic-in-care-homes#_edn2 [Accessed: 4/1/2022] • Author: GOV.UK, (2021), <i>COVID-19: how to work safely in care homes</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes [Accessed: 4/1/2022] • Author: GOV.UK, (2021), <i>Guidance on care home visiting</i>. [Online] Available from: https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes [Accessed: 4/1/2022] • Author: The Care Provider Alliance, (2021), <i>Visitors' protocol - CPA briefing for care providers</i>. [Online] Available from: https://careprovideralliance.org.uk/coronavirus-visitors-protocol [Accessed: 4/1/2022] • Author: GOV.UK, (2021), <i>Coronavirus (COVID-19): admission and care of people in care homes</i>. [Online] Available from: https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes [Accessed: 4/1/2022]
<p>Suggested action:</p>	<ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App
<p>Equality Impact Assessment:</p>	<p>QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.</p>



1. Purpose

1.1 This policy provides direction and guidance to help staff and Residents support the opportunity to safely receive visitors during COVID-19, while reducing the risk of its introduction to, or spread within, Winash Rest Home.

1.2 To support Winash Rest Home in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?
EFFECTIVE	E5: How are people supported to live healthier lives, have access to healthcare services and receive ongoing healthcare support?
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S5: How well are people protected by the prevention and control of infection?
WELL-LED	W5: How does the service work in partnership with other agencies?

1.3 To meet the legal requirements of the regulated activities that {Winash Rest Home} is registered to provide:

- | The Health and Social Care Act 2008 (Regulated Activities) (Amendment) (Coronavirus) Regulations 2021
- | The Care Act 2014
- | Equality Act 2010
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Human Rights Act 1998
- | Mental Capacity Act 2005
- | Mental Capacity Act Code of Practice
- | Data Protection Act 2018
- | Coronavirus Act 2020



2. Scope

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Residents may be affected by this policy:

- | Residents

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | Care Quality Commission
- | Director of Public Health

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**3. Objectives**

3.1 Winash Rest Home acknowledges that Residents have the right to freedom of movement and this includes the right for Residents to see their families. This policy seeks to balance the rights of Residents and the duties and responsibilities of Winash Rest Home.

3.2 Winash Rest Home recognises and values the vast role that families play in the wellbeing and care of Residents and endeavours to maintain this contact within the realms and scope of best, safe practice.

3.3 Winash Rest Home will have regard for the current national guidance in operation and seek to understand the rules that apply that impact Winash Rest Home.

**4. Policy**

4.1 We recognise the significant impact the closure to visitors during the pandemic has had on our Residents, their families, and on our teams. Winash Rest Home will seek to enable visiting wherever it is safe to do so, in line with government guidance and where proportionate steps can be managed.

Advice will be sought in line with the [Guidance on Care Home Visiting](#) from the Department of Health and Social Care and local advice from the Director of Adult Social Services at North Somerset. Winash Rest Home will ensure that there are clear channels of communication between all stakeholders.

4.2 In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within Winash Rest Home, or where national guidance dictates, visitor restrictions may need to be immediately implemented which suspend some of these enabling approaches and will include exclusion of any non-essential visitors. This will be implemented in a transparent manner with open and clear communication to Residents and relevant family members.

Winash Rest Home is responsible for ensuring that the right visiting arrangements are in place for each Resident, facilitating visiting as much as possible and appropriate to an individual's situation, but made as safe as possible, including the appropriate infection prevention control measures. We will ensure that we communicate well with Residents to enable good and timely decisions around care and to support visits in the final months and weeks of life and this is reflected in their individual Care Plan and Visitors Care Plan.

4.3 Winash Rest Home will actively involve Residents, their relatives or friends, any advocates, commissioners and appropriate members of the multidisciplinary team and, where appropriate, volunteers in decisions and procedures relating to visitors, including visitor testing.

4.4 Winash Rest Home will communicate the Visitor Code of Conduct. Where there is a violation of this agreement, Winash Rest Home will discuss this with the Resident and/or visitor. Where the violation puts (or will put) staff, Residents or the wider community at risk, Winash Rest Home does reserve the right to reassess the visitors policy on a case-by-case basis.

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**5. Procedure****5.1 Dynamic Risk Assessments**

Prior to visits being allowed within Winash Rest Home, Heather House will refer to advice from the local Director of Public Health, as well as any additional advice or guidance from the local Infection Control Lead from the Clinical Commissioning Group and the local Health Protection Team (HPA) and national guidance. They will assess the suitability of a specified level of visiting, taking into account relevant infection and growth rates. They will also advise Winash Rest Home if visiting needs to cease in response to an outbreak.

In addition, Winash Rest Home will ensure that it submits requested information where required, such as test results of staff and Residents and the [Capacity Tracker](#) information, that supports the HPA to determine the level of visiting.

Winash Rest Home will ensure that it has measures in place to immediately suspend visiting (except for exceptional circumstances such as end of life) in the event of a confirmed or suspected outbreak, or on public health instruction or as a response to national guidance.

5.2 Risk Assessment Process

Winash Rest Home must take a dynamic, risk-based approach to how it facilitates and manages visits. This must take into consideration the following:

- | The safety of the Resident receiving a visit
- | The safety of all Residents at Winash Rest Home
- | The safety of staff and visitors
- | How to minimise the risk of any COVID-19 infection
- | Mental Capacity and communication barriers where Lateral Flow Testing (LFT) is not available and outdoor or screen visits have to take place
- | Whether Residents or staff or visitors are in an extremely clinically vulnerable group. This however should not prevent a Resident receiving visitors in the same way as other Residents and advice can be sought from the GP
- | The provisions and needs outlined in the Resident's Care Plan
- | The appropriate levels of staff to support the LFT of visitors
- | The appropriate levels of staff to ensure adequate cleaning of indoor areas
- | The results from staff and Resident testing
- | The procedure for visitor testing at Winash Rest Home
- | The availability of LFT'S
- | The availability of suitable outdoor visiting areas during the winter or screen visits where LFTs are not available
- | The willingness of visitors to follow the visitor policy and code
- | The willingness of Resident's to follow the visitor policy and code
- | The government rules in place which impact on the type of visits allowed

Agreed outcomes identified from the risk assessment must be recorded on the Resident's Care Plan and communicated to staff. If a Resident has a social worker, they should be called upon if needed to determine the outcome of risk and the measures to put in place. Every Resident will have a Visitor Care Plan in place.

5.3 Types of Visits and National Restrictions

The Government varies restrictions depending on the impact of the COVID-19 virus. The restrictions include residential care and how visiting can be enabled. This guidance is subject to change and the up-to-date [guidance](#) should be followed.

Visits in exceptional circumstances, such as end of life, should always be supported and enabled. Families and Residents should be supported to plan end of life visiting more deliberately, with the assumption that visiting will be enabled to happen not just towards the very end of life.

5.4 Human Rights During the COVID-19 Pandemic

When considering their visiting policy, Winash Rest Home will consider the legal decision-making framework, offered by the Mental Capacity Act, individually for each Resident and will not make blanket decisions for groups of people. Winash Rest Home will use the [ethical framework for adult social care](#), and

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the wellbeing duty in [section 1 of the Care Act 2014](#) as part of any decision making processes. Winash Rest Home will ensure that:

- | Residents are consulted. Article 8 of the Human Rights Act can be breached to maintain public health, but the benefit of non-symptomatic relatives visiting must be assessed against the risk of virus transmission
- | The least restrictive options must be considered and a proportionate response taken
- | Any decisions taken are recorded
- | Additional ways of supporting Residents to stay in touch with family and friends outside Winash Rest Home are used, such as WhatsApp video calls, phone calls etc. in between face-to-face visiting
- | A range of meaningful activities are offered
- | People with Lasting Power of Attorney will be considered and consulted
- | There is a review of Residents with Lasting Power of Attorney for Health and Welfare in place
- | Winash Rest Home will encourage Residents who have the capacity to discuss how they would like to be treated if they become unwell

5.5 Alternative Approaches to Maintaining Contact with Relatives

All staff will continue to identify innovative ways of enabling Residents to maintain contact with loved ones outside of face-to-face visits, so that the Resident can stay in touch with their wider group of friends and family who are not their designated constant visitor. Existing methods of virtual communication will continue to be promoted and will include the use of features such as Zoom, WhatsApp and Skype. Staff will ensure that Residents are fully supported to use these features. Further information is available in the QCS Resource Centre on visiting in relation to technology use.

5.6 Keeping People Informed

The Registered Manager will ensure that Residents, staff and family members are kept fully informed of how visits will be enabled and the circumstances in which Winash Rest Home may have to close to visitors. Heather House will provide information that meets the communication preferences of Residents and staff and will make use of the provided literature (refer to the 'Forms' section) that offers further explanation. Heather House will provide clear, fair guidance to enable all Residents the opportunity for a visit. This may include identifying named visitors who will agree to undertake LFT at each visit or the circumstances when visiting may have to cease (i.e. in an outbreak). Winash Rest Home will keep up to date with the government guidelines on visiting.

5.7 Residents' Visitors

- | From 15 December 2021, Residents must nominate three visitors who will be able to enter for regular visits at Winash Rest Home. This does not include essential care givers. Where possible, the nominated visitors should also remain the same
- | All Residents can nominate an essential care giver who will have testing and use PPE in line with staff at Winash Rest Home. An essential care giver can enter Winash Rest Home even in the event of an outbreak or during periods of isolation
- | In some cases, a Resident may require support from more than one essential care giver and this will be considered on an individual basis by Heather House
- | Where Residents lack the capacity to choose an essential care giver, Winash Rest Home will discuss the situation with an attorney or deputy, or a relative or friend to determine the Resident's best interests

5.8 Close Contact with Someone with COVID-19

Where visitors are identified as a close contact of someone with COVID-19 but are fully vaccinated and not required to self-isolate, they should still not visit Winash Rest Home unless it is absolutely necessary.

Where a visit is deemed necessary, the visitor must have received a negative PCR result prior to their visit, and a negative lateral flow test result earlier in the day of their visit.

Where Residents have been identified as close contacts of someone who has tested positive for COVID-19, they do not need to self-isolate as long as they are fully vaccinated and they can continue to receive visitors as normal. Residents should avoid receiving visitors who are clinically extremely vulnerable for 10 days after they have been in contact with a COVID-19 positive case, except in exceptional circumstances. Where possible, Residents identified as close contacts should undertake a PCR test, and following this, undertake daily lateral flow testing for up to 10 days.

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Anyone not fully vaccinated and a close contact of someone with COVID-19 must follow [self-isolation](#) rules.

5.9 Visit Management Protocols at Winash Rest Home**Pre-Visit**

- | All visit arrangements should be planned in advance of the visit at Winash Rest Home. Ad-hoc or unannounced visits may not be possible
- | Visitors will be made aware when the visit is booked that they must not visit when unwell or displaying any signs of a cold/flu, respiratory or COVID-19 symptoms or if they have been in contact with anyone who has been/is displaying symptoms of COVID-19
- | The Visitor Code will be clearly displayed and will be provided to the visitor(s) prior to their visit
- | Visitors will be made aware not to travel to Winash Rest Home if they are coming from an area that has been placed at high risk
- | Visitors will be made aware of the visitor testing procedure at Winash Rest Home
- | It is strongly recommended that visitors are vaccinated prior to visiting Winash Rest Home to reduce the risk of transmission of infection
- | Winash Rest Home will appoint an allocated member of staff to ensure that visitors' testing is completed correctly, and that visitors don and doff PPE correctly

On the Day

- | On arrival, the visitor(s) must report to the designated testing area
- | The visitor(s) will have a temperature check and complete a health screening questionnaire in relation to COVID-19 symptoms
- | Any visitors displaying coronavirus symptoms within the last 10 days or anyone who is a household contact of someone with COVID-19, or who has been advised to self-isolate by NHS Test and Trace, will not be permitted entry
- | Staff at Winash Rest Home will record the contact name, phone number and email address (where available) of the visitor(s) to support any Test and Trace requirements. Staff can access the COVID-19 Visitor Tracker available within the QCS Management System to manage this process
- | The visitor(s) and the Resident must have been given the Visitor Code at Winash Rest Home and have agreed to it
- | Formal consent for a COVID-19 test to be completed will be gained from the visitor(s)
- | A lateral flow device test will be completed by the visitor(s) under staff supervision, and registered as per [government guidelines](#), where one has not already been completed in line with section 5.10 of this policy
- | The visitor(s) will wait in the designated waiting area until a test result has been received
- | Where a positive result has been received, the visitor(s) will not be granted entry to Winash Rest Home and must complete a confirmatory PCR test before leaving to self-isolate. The PCR test will be collected by priority courier from Winash Rest Home
- | Where an invalid result is received, repeat the process again with a spare LFD kit. If this still comes back invalid, it is recommended to follow the positive result process and not allow entry
- | Where a negative result has been received, the visitor(s) will be permitted to visit a Resident
- | Where visitors are exempt from retesting due to being within the 90-day window, they must use the result of their positive PCR result to show that they are currently exempt. Once the 90-days is over, regular testing must commence
- | Visitors will be reminded and provided facilities to wash their hands for 20 seconds or use hand sanitiser on entering and leaving Winash Rest Home. Guidance on cough etiquette will be provided
- | The correct PPE must also be worn by visitors, social distancing maintained, and the correct infection control measures followed
- | Visitors, in line with national guidance, will be supported with physical contact, such as hugging with the Resident, as long as infection prevention and control measures are in place
- | Risk assessments may identify that some visits may need to be supervised and this will be discussed before the visit

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- | Visitors will be informed that facilities such as toilets, access to refreshments etc. will not be accessible during the visit
- | Visiting spaces will only be occupied by one Resident and their visitor(s) at a time. The space will be well ventilated, and enhanced cleaning of the space will take place in between visits. Where possible, visits should take place in a room that is practical and comfortable for the Resident, such as their own room
- | If visitors bring in gifts and other items to the Resident, they will need to be wiped or washed before the Resident receives them
- | Regular cleaning of the testing area (including registration devices) will take place between visitor testing

If a visitor does not follow the Visitor Code or the above rules, or any other requests issued by staff, Heather House will be informed and restrictions may be applied to future visits.

5.10 Visitor Testing at Winash Rest Home

Visitor testing for all care homes commenced from 14th December 2020 when the online registration portal opened. The Registered Manager will implement a visitor testing procedure for visitors to Winash Rest Home in line with [government guidelines](#). This will be communicated to staff, Residents and visitors ahead of any visits being scheduled. The visitor testing procedure will:

- | Identify a designated testing area that visitors will enter ahead of visiting Residents. The designated testing area will be large enough to allow social distancing to be maintained before, during and after the testing process and have space for the storage of tests. LFD kits must be stored separately from PCR kits, but can be stored at room temperature. There should be a separate entrance from Winash Rest Home, where possible, and a one-way system through the testing area. There should also be a waiting area for visitors to sit whilst awaiting their results. The testing area must meet fire safety regulations and must be well ventilated
- | Ensure that visitors have no contact with Residents prior to receiving their test results. Where a positive result is received, they must immediately leave the premises and self-isolate. A confirmatory PCR test should be completed by the visitor(s) when this occurs, which can be obtained by [booking a test](#)
- | Ensure visitors are informed of testing guidance and the expectations at Winash Rest Home by issuing the [visitor testing guidance pack](#) and resources available within the Forms section of this policy
- | Ensure staff training in lateral flow devices is in place prior to testing being undertaken at Winash Rest Home and the online NHS Test and Trace training is completed. Winash Rest Home will receive an email to confirm access to this training. Where this is not received, call 119
- | Ensure supplies of lateral flow devices are sufficient to support visitor testing at Winash Rest Home. The government will provide sufficient supplies to allow the testing of five visitors per Resident, twice a week
- | Ensure that there are appropriate PPE supplies in place in addition to testing processes taking place
- | Prepare consent forms so that formal consent can be gained on the day of testing. A template consent form can be found in the Forms section of this policy
- | Ensure that devices are available to support registration of the test kits where this is required
- | Ensure that the Unique Organisation Number (UON) is visible within the testing area
- | Ensure that the waiting area is cleaned between each visitor
- | Ensure there is only one visitor waiting at a time

5.11 Visitor Self-Testing

While testing on site at Winash Rest Home is preferable, Winash Rest Home also recognises that everyone now has access to COVID-19 testing through other routes and Heather House will consider, on an individual basis, allowing visitors to provide evidence of a negative test through other means if it has been taken that same day. Testing via other means can include:

- | Assisted testing at another lateral flow site such as an Asymptomatic Testing Site (ATS)
- | Self-testing at home through test kits provided by Winash Rest Home once Winash Rest Home has access to packs of 7 test kits (which the MHRA has authorised for self-test use)

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- | Self-testing at home using test kits provided by the government such as at a school, workplace, the universal testing offer, or collected from a pharmacy

All risks surrounding off-site testing will be considered by Heather House including:

- | The confidence and ability of the visitor to carry out testing away from Winash Rest Home
- | The increased risk of the visitor needing to use public transport to a testing site
- | The visitor not having a mobile phone or email address to receive the results of the test

Where self-testing is authorised by Heather House, this should be reported under the UON for Winash Rest Home. Guidance for visitors in relation to self-testing can be found [here](#).

Care homes do not need to retain records of proof of lateral flow test results.

5.12 Visiting Professionals Testing

Visiting professionals, such as GPs, nurses and CQC inspectors may attend Winash Rest Home as part of their work and will be required to demonstrate they are safe to enter the premises.

Visiting professionals must follow the relevant testing requirements and will not be allowed entry unless:

- | Proof of a negative test result is provided (for NHS staff this is within 72 hours of the visit)
- | It is an emergency situation, such as a 999 response
- | They fall within the 90-day window of not requiring a retest; in this instance proof of their positive PCR test should be shown
- | They have received void or invalid results after repeat testing; a test must be completed the next day and the void results shown as proof

Where testing is being conducted at Winash Rest Home, prior to entry, the 'on the day' process in 5.9 will be followed. Further guidance around visiting professionals testing can be found [here](#).

The vaccination status of a visiting professional will also be obtained prior to them entering Winash Rest Home; in each case the professional must demonstrate that they are vaccinated or exempt. For further information, refer to CC182 - Mandatory COVID-19 Vaccination Policy and Procedure.

5.13 Staff Support

Staff will be provided with support to address any anxieties that may present as well as to offer guidance and advice as to how to facilitate visits safely and in line with all the relevant guidance.

This includes supporting family members with the following in readiness for a visit:

- | To support with the visitor testing procedure at Winash Rest Home providing information and guidance on the new procedure in place
- | How to prepare for a visit, giving training on how to communicate if face coverings are required, for example:
 - | Speaking loudly and clearly
 - | Keeping eye contact
 - | Not wearing hats or anything else that might conceal their face further
 - | Wearing clothing or their hair in a way that a Resident would more likely recognise
- | To provide reassurance to visitors, including that some people with dementia might struggle at first to remember or recognise them. Staff should try and prepare the Resident for a visit, perhaps by looking at photographs of the person who is due to visit, and talking to them about their relationship

5.14 Infection Control in the Wider Environment at Winash Rest Home

All visiting at Winash Rest Home will be undertaken in line with the infection control principles at Winash Rest Home and CC18 - Infection Control Policy and Procedure will be adhered to. This policy also details extra infection control precautions that will be in place when visiting is underway at Winash Rest Home, these are documented within the visit management rules in section 5.9 and include:

- | Pre-screening visitors before entry to ensure that no one is currently experiencing symptoms or been in contact with anyone with COVID-19
- | Visitor testing prior to entry to Winash Rest Home; anyone with a positive test result will not be permitted entry
- | A record of any visitors to Winash Rest Home, as well as any interactions (such as, person visits their loved one who is also visited by a chaplain in the course of the visit)
- | Facilities for visitors to wash their hands for 20 seconds or use hand sanitiser on entering and

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leaving Winash Rest Home

- | Visitors will be encouraged to avoid public transport, if they can, on their way to Winash Rest Home
- | Appropriate PPE will be worn during visits and availability of additional PPE, such as aprons and gloves, will be in place where they may be required. Visitors must wear face masks when visiting Winash Rest Home, particularly when moving through the premises
- | Where the use of PPE (such as face masks) cause distress to Residents, they can be removed in these circumstances - when not in communal areas and after a comprehensive risk assessment has been undertaken by Winash Rest Home
- | Any guidance, procedures or protocols put in place by Winash Rest Home to ensure compliance with infection prevention control will be provided to the visitor(s) to read on arrival
- | Enhanced cleaning will take place of all visiting spaces after each visit and a time interval maintained between visits to allow ventilation, where it is not outdoors
- | Visiting areas will be free of clutter to aid cleaning

5.15 Closing Winash Rest Home to Visitors

In the event of an outbreak in Winash Rest Home or evidence of community hotspots or outbreaks, Winash Rest Home may rapidly impose visiting restrictions to protect vulnerable Residents, staff and visitors, including stopping indoor visiting, except in exceptional circumstances such as end of life.

In this situation, Winash Rest Home will set out alternative options to maintain social contact for Residents, such as offering visits in well-ventilated spaces with substantial screens, visiting pods or from behind windows, while providing regular, personalised updates to Residents' loved ones. Any home closure will be carried out in consultation with North Somerset, the Health Protection Team and the Director of Public Health.

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**6. Definitions****6.1 Visiting Professionals**

- | These are professionals who visit care homes as part of delivering their role, including health professionals, CQC inspectors and maintenance workers

6.2 Essential Care Giver

- | This person is nominated by the Resident and may visit Winash Rest Home more often to provide essential care needs. They will be enabled to visit in all circumstances, including if there is an outbreak at the home or during a Resident's isolation period, unless they or the Resident have tested positive for COVID-19
- | Essential care givers are exempt from the daily visitors' limit
- | An essential care giver will be supported to follow the same testing and infection control arrangements as staff at the service. The same PPE as care home staff must also be worn

6.3 Lateral Flow Antigen Test

- | The test kit is a hand-held device with an absorbent pad at one end and a reading window at the other. Inside the device is a strip of test paper that changes colour in the presence of COVID-19 proteins (antigens)
- | Lateral Flow Antigen testing involves processing a throat and nasal swab or just a nasal sample with an extraction fluid and a Lateral flow device (LFD). The testing processes vary by device and manufacturers' instructions must be followed

6.4 Test and Trace

- | The NHS test and trace service ensures that anyone who develops symptoms of coronavirus (COVID-19) can quickly be tested to find out if they have the virus, and also includes targeted, asymptomatic testing of NHS and social care staff and care home residents. It helps trace close, recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus

6.5 Pandemic

- | A pandemic is the worldwide spread of a new disease

6.6 COVID-19

- | Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus
- | Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease and cancer are more likely to develop serious illness
- | New variants of coronavirus are in evidence within the UK and in some cases are believed to be causing the virus to spread more quickly. It is not thought however to be causing more serious infections or that the vaccines will not work because of the change

6.7 Director of Public Health (DPH)

- | The role of a DPH includes to formally lead efforts to suppress and manage outbreaks, they will provide advice to care homes to support dynamic risk assessing
- | DPHs have the power to issue directions to care homes to close to visiting or take further steps

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**Key Facts - Professionals**

Professionals providing this service should be aware of the following:

- | Winash Rest Home will explain to staff, Residents and families what the changes are due to COVID-19 and how Winash Rest Home plans to keep everyone safe
- | Care homes do not need to retain records of proof of test results
- | A visitor testing process will be implemented at Winash Rest Home to support the safe acceptance of visitors
- | Re-opening to visitors can only take place following a risk assessment process that is both individual to each Resident and which takes into account the environment and the needs of everyone at risk in the home
- | In order to keep everyone safe, Residents and visitors must abide by the Visitor Code and this will be offered before the visit takes place
- | Visits will be by appointment only

**Key Facts - People affected by the service**

People affected by this service should be aware of the following:

- | We will be working with the local Infection Control Team and will take their advice on how and when we reopen to visitors
- | We absolutely recognise the difficulties and impact that not seeing loved ones face-to-face may have had and we are following Government advice closely to ensure your safety
- | Where we are able to start offering visiting face-to-face, this will be on an individual basis and following a risk assessment that considers everyone's safety within Winash Rest Home
- | A Visitor Code is available that details the responsibilities of all parties during visits and the requirement for safe practice at all times
- | Visits will be by appointment only and may be limited in order to accommodate others

**Further Reading**

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

Alzheimer's Society - Visiting a person with dementia in a care home during coronavirus?

<https://www.alzheimers.org.uk/get-support/coronavirus/dementia-care-home-support>

Capacity Tracker - Insight for Care:

<https://carehomes.necsu.nhs.uk/>

**Outstanding Practice**

To be 'outstanding' in this policy area you could provide evidence that:

- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | All stakeholders have been involved in considering how Winash Rest Home can safely accommodate visits
- | Relatives and Residents are positive about their experiences with how changes during COVID-19 have been communicated
- | Winash Rest Home has completed thorough risk assessments and Care Plans reflect visiting arrangements or how a Resident maintains contact with loved ones

Winash Rest Home

Winash Rest Home, 7 Albert Road, Clevedon, North Somerset, BS21 7RP



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Keeping You Safe - CC126	A template for Residents to explain about the COVID-19 measures relating to visitors.	QCS
Keeping your Loved One Safe - CC126	A template bulletin for Residents' friends and family to share with relatives and friends.	QCS
Visitor Code - CC126	Before visitors are able to come to the home, the Visitor Code must be shared with the Resident and visitor.	QCS
Types of Visit - CC126	A guide for the types of visit available and consideration to take into account before re-opening your service.	The Care Provider Alliance - Visitors Protocol - CPA Briefing For Care Providers (2020)
Visitor COVID-19 Questionnaire - CC126	To support Track and Trace for visitors to the home.	QCS
Letter for Visitors about Re-opening and Lateral Flow Tests	To communicate with visitors.	QCS (adapted from NHS England and NHS Improvement coronavirus)
COVID-19 Testing Visitor Consent Form - CC126	To gain consent for Visitor Testing.	QCS

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Our priority has always been your safety and wellbeing. Closing our doors to visitors has been one of the most difficult decisions we have had to make and we understand the impact that this has on you and the people you care for. We do not know how long the Coronavirus will affect all our lives but wanted to share with you what we are doing to keep you safe and well.

Reducing the Risk from COVID-19

- We closed our doors to all visitors on **(Insert Date)**. Any visitors, such as visiting health professionals, only enter the home if it is necessary and if they have followed strict infection control and testing procedures. This includes wearing the correct personal protective equipment and of course, making sure that good hand hygiene is always followed
- We want to assure you that we are following the correct procedures to make sure we protect you and our staff. We are keeping up to date with all the guidance and are making sure that our staff know how to use the correct equipment
- We want to assure you that we are following the latest mandatory COVID-19 vaccination regulations that came into force from 11 November 2021
- Any staff with symptoms or staff who have been in contact with anyone with COVID-19 are following the Government guidance on self-isolation
- We are monitoring all Residents for symptoms by (Insert information about any checks you are making). We understand that not everyone will have the same symptoms of a persistent/new cough and temperature or loss of smell and taste and our staff understand the need to look for other symptoms and act immediately
- Where we have concerns, we act immediately. **(Insert what measures you take in your home, e.g. isolating, moving rooms etc.)**
- We are testing staff and Residents regularly to identify people who have COVID-19 but do not have symptoms

When you have Visitors

- We will ask you to agree who your essential care giver is and this will be recorded
- We will ask you to agree who your three nominated visitors are and this will be recorded
- We will ask you to book an appointment in advance
- We will ask your visitor(s) to carry out a Lateral Flow Test on arrival to our home for indoor visits or provide evidence of a valid test result
- They will be required to wear PPE
- They will be required to answer questions about their health in relation to COVID-19 symptoms and we will refuse entry if they have any COVID-19 symptoms or they return a positive test
- We will ask them to respect the rules we have in relation to visiting to keep everyone safe

Isolation

- The social distancing measures have been described as one of the biggest collective sacrifices since World War 2. It is hard. It is hard for our staff, we know it is hard for you and it is especially hard for your loved ones not to be able to be with you in the usual way. We have been working to make sure that your loved ones can keep in touch and we have done the following: **(Insert what you have done)**
- Making sure that you are happy is just as important to us as making sure that you are healthy. We continue to offer a range of activities and here are some examples: **(Insert examples)**

Thank you for all your support and if you do have any concerns or want to talk to us about anything, please speak to **(Insert name and contact details)**.

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Our priority has always been the safety and wellbeing of the people we care for. Closing our doors to visitors has been one of the most difficult decisions we have had to make and we understand the impact that this has on you and the people who live here. We do not know how long the Coronavirus will affect all our lives but wanted to share with you what we are doing to keep you safe and well.

Reducing the Risk from COVID-19

We closed our doors to all visitors on (Insert Date). Any visitors, such as visiting health professionals, only enter the home if it is necessary and if they have followed strict infection control and testing procedures. This includes wearing the correct personal protective equipment and of course, making sure that good hand hygiene is always followed

- We want to assure you that we are following the correct procedures to make sure we protect our Residents and our staff. We are keeping up to date with all the guidance and are making sure that our staff know how to use the correct equipment
- We want to assure you that we are following the latest mandatory COVID-19 vaccination regulations that came into force from 11 November 2021
- Any staff with symptoms or staff who have been in contact with anyone with COVID-19 are following the Government guidance on self-isolation
- We are monitoring all Residents for symptoms by (Insert information about any checks you are making). We understand that not everyone will have the same symptoms of a persistent/new cough and temperature or loss of smell and taste and our staff understand the need to look for other symptoms and act immediately
- Where we have concerns, we act immediately. (Insert what measures you take in your home, e.g. isolating, moving rooms etc.)
- We are testing staff and Residents regularly to identify people who have COVID-19 but do not have symptoms

When you Visit

- We will ask Residents to agree who their essential care giver is and this will be recorded
- We will ask {Service_user_text}s to agree who their three nominated visitors are, and this will be recorded
- We will ask you to book an appointment in advance
- We will ask you to carry out a Lateral Flow Test on arrival at the home for indoor visits or provide evidence of a valid test result
- You will be required to wear PPE
- You will be required to answer questions about your health in relation to COVID symptoms and we will refuse entry if you have any COVID symptoms or you return a positive test
- We will ask you to respect the rules we have in relation to visiting to keep everyone safe

Isolation

The social distancing measures have been described as one of the biggest collective sacrifices since World War 2. It is hard. It is hard for our staff, we know it is hard for you and it is especially hard for your loved ones not to be able to be with you in the usual way. We have been working to make sure that your loved ones can keep in touch and we have done the following: (Insert what you have done)

Making sure that you are happy is just as important to us as making sure that you are healthy. We continue to offer a range of activities and here are some examples:(Insert examples)

Thank you for all your support and if you do have any concerns or want to talk to us about anything, please speak to (Insert name and contact details).

Our Visiting Policy

- We understand the importance that visitors have in the lives of the people who live at Winash Rest Home. We intend to enable safe visiting and follow government and local guidance to achieve this
- Protecting the people who live and work at Winash Rest Home is critical. We will refuse entry to Winash Rest Home to anyone who has COVID-19 or its symptoms or who has been in contact with someone with suspected or confirmed COVID-19, where it is in line with government guidelines
- The decision to open to visitors at Winash Rest Home is made in agreement with the Senior Management at Winash Rest Home, the local Health Protection Team and the Clinical Commissioning Group. This decision is based on a risk assessment, the transmission of the virus within the community and within the home
- In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within Winash Rest Home, visitor restrictions may need to be immediately implemented which suspend some of these ways of re-opening Winash Rest Home safely. It may include the exclusion of any non-essential visitors. This will be implemented in a transparent manner with open and clear communication to Residents and relevant family members. We will not take this decision without carefully considering the impact on Residents, their families and friends
- Winash Rest Home will review frequently how it enables visits in person to Winash Rest Home as COVID-19 risks change within the local community
- We will support visitors with lateral flow tests that will enable face-to-face visiting again
- We will follow government guidance on what is allowed in relation to Resident visiting

Responsibilities of Winash Rest Home

- We are responsible for ensuring that we support our Residents to meet with family and friends if they wish and that staff have the ability to support this. This support includes having written policies and procedures so that all staff understand what they need to do
- We will identify other ways to connect with friends and family when face-to-face visits are not possible. We will use technology such as video conference or telephone calls to compensate for limited visits
- We will ensure that we are open and transparent and we will keep family members informed about their own relative's COVID-19 status (suspected or confirmed) where their relative has provided consent or a best interest decision has been made
- Where the Resident has an appointed power of attorney, relevant person's representative or another formal role, they will be informed of any changes in health including COVID-19
- We will provide timely and regular updates to Residents and their nominated individuals on the impact of COVID-19 in Winash Rest Home and on visiting
- If we have an outbreak of COVID-19 in the home, we will inform Residents and will support them to communicate this to relatives and friends where required

Resident Rights

- You have a right to have visitors into the home in accordance with the Visiting Policy and Procedure except where national government rules state otherwise
- You have a right to have access to timely and regular updated information about the risks of COVID -19 in Winash Rest Home including any outbreaks. We will not, however, disclose the names of individuals
- You have a right to maintain contact with your local community outside Winash Rest Home, including to participate in religious and cultural gatherings. We will support you to do this via alternate means such as online or on the phone
- You have a right to be provided with additional ways to connect such as video conference or telephone calls, in addition to a limited number of in-person visits
- You have a right to transfer to other accommodation or an alternate care home, following discussions with other health professionals and an assessment of needs

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- You have a right to make a complaint, comment or suggestion using our complaints procedure if you are not satisfied

Visitor Responsibilities

We request that you follow this Visitor Code and that you:

- Do not visit when you are unwell or displaying any signs of a cold/flu, respiratory or COVID-19 symptoms
- Do not travel from a higher risk area to visit.
- Respond truthfully to COVID-19 screening questions asked by staff at Winash Rest Home
- Agree to temperature checks before coming into Winash Rest Home where required
- Agree to visitor testing upon arrival at Winash Rest Home
- Treat all staff with respect and courtesy and follow their instructions
- Contact Winash Rest Home before visiting, to agree a mutually convenient time
- Follow social distancing requirements as well as infection and prevention control measures such as washing hands, use of visiting windows or visiting in designated areas as directed by staff
- Avoid travelling to Winash Rest Home on public transport wherever possible, walk or cycle where you can
- Deliver gifts and other items to the Resident, as long as they can be wiped or washed before the Resident receives them
- Wear Personal Protective Equipment in line with the guidance provided by Winash Rest Home
- Respect the request that essential care givers will be able to enter Winash Rest Home during unprecedented times

Visits may occur in a **number of ways**:

- **Window visits:** This will need safe ground floor window access for both residents and their visitors and the relevant social distancing and PPE measures will need to be observed

- **Garden visits:** Relevant PPE measures and social distancing will apply. Independent access to the garden will be needed to avoid visitors moving through the care setting to the garden. Providers will need to consider how to facilitate garden visits in different weather conditions, how to ensure cleaning of areas and any items used between visits and keep everyone safe, whatever the weather

- **Drive through visits:** These are facilitated visits in the car parks of homes. Again, any relevant PPE measures and social distancing will apply

- **Designated areas within a care setting where settings allow for this:** depending on the physical layout of the care setting, it may be possible to enable visits to an identified location inside the care home reserved for this purpose, that facilitates good ventilation, social distancing, ease of access by residents, and limits visitor journeys through the residential areas. An example might include the use of a conservatory as a designated visiting area

- **In-room visits:** These visits may continue to be facilitated as appropriate, in line with national guidance where LFTs are available or for end of life visits to ensure the person can die with dignity and comfort, taking into account their physical, emotional, social and spiritual support needs

The range of visits made available will be negotiated between the care providers, their residents, their staff and their visitors. It may be possible for residents and visitors to have visits in a variety of these forms, as circumstance allow.

Adapted from The Care Provider Alliance - Visitors Protocol - CPA Briefing For Care Providers (2020)

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Your First Name		
Your Surname		
Your Address		
Your contact phone number		
Date of your visit		
Who are you visiting?		
Do you have any of the following symptoms?		
• Cough	Yes	No
• Fever	Yes	No
• Loss of smell/taste	Yes	No
Have you been in contact with anyone with either confirmed or suspected COVID-19 in the last 14 days?	Yes	No
Have you travelled overseas in the last 14 days?	Yes	No
Do you consent for your information above to be stored for 28 days and then destroyed securely?	Yes	No
Is your lateral flow test positive or negative?	Positive	Negative

Do you consent for your information above to be stored for 28 days and then destroyed securely?

Privacy Statement – This information is used to support COVID-19 track and trace. It will be stored confidentially and destroyed after 28 days.

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[Insert Date]

Dear **[Insert Name]**,

We are pleased to announce that following recent Government guidance we are in a position to start rolling out visitor testing within our care home. This will enable us to offer regular testing of visitors, and when combined with other infection prevention and control measures (such as PPE), we can support more meaningful visits with loved ones. We are determined to work together with you to find the right balance between the benefits of visiting on wellbeing and quality of life, and the risk of transmission of COVID-19 to our staff and people who live at Winash Rest Home who may be more vulnerable to COVID-19.

We will start testing visitors from **[insert date]**. As part of our welcoming visitors back into Winash Rest Home and keeping everyone safe, we ask that you book your visits in advance.

This letter sets out more about what the testing process will involve, what it will mean for you, and other precautions we ask that you take to keep your loved ones, our other Residents and our staff safe, ensuring we fulfil our responsibility to minimise the community transmission of COVID-19.

In the event of an outbreak in Winash Rest Home, we will have to close to visitors with the exception of residents who are end of life and will do so on the advice of the Director of Public Health.

What does testing involve?

You will be asked to take a test called a Lateral Flow Test (LFT). You will need to have this test before you visit face-to-face. This test will check within 30 minutes if you have COVID-19. You will be asked by our staff to wash your hands and blow your nose and then swab each nostril 10 times.

It is very straightforward, and you will be supported throughout the process by a member of staff from Winash Rest Home. Full instructions will be given to you when you arrive for your visit.

What you will need to do:

- Book a visit ahead of time. This allows us to space out the visits and maintain a COVID-safe environment
- Agree with your loved one who their essential care giver is. We will add this to the Care Plan. Agree who will communicate with family and friends who the essential care giver will be
- Agree with your loved one who their three nominated visitors are. We will add this to the Care Plan

Each Time you Visit Winash Rest Home

- You will be provided with PPE and asked to put it on as advised by a member of staff. This will include gloves, mask and apron. See the end of this letter for a pictorial guide on how to correctly put on and take off PPE. A staff member will help you with this
- Your temperature will be taken by a member of staff
- You will be asked to sign a consent form to take the test and share personal information with us so we can record and tell you your result
- You will be checked in for your visit

Take your Test

- After you check in, you will be given a swab
- You will then need to take your nose swab, supervised by one of our trained staff members. We will walk you through how to swab yourself, which will only take about 30 seconds to do
- Once you have handed over the swab, you will be asked to wait until your result is ready, which will take approximately 30 minutes
- You will need to stay in the waiting area and continue to wear the PPE provided

Your Results

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We will tell you your result.

- **Positive:** You will not be able to visit. You must go home immediately and self-isolate. You will have to take a second test which is a confirmatory PCR test which we will provide and register for you. You will receive your result in around 72 hours and you need to self-isolate until you get your result. If you test positive, NHS Test & Trace may contact you to ask you for your contacts
- **Inconclusive:** We will ask you to do another LFT test. If this is inconclusive too, we will discuss your visit with you
- **Negative:** Your visit will be able to go ahead, as long as you comply with all other infection prevention and control measures (see below). This does not guarantee that you definitely do not have COVID-19, so we still need to make sure visits take place in a safe way, such as ensuring you wear your PPE at all times. If you have any questions about this, please do ask

It's important to recognise that a negative test will provide us with some assurance as to whether you are carrying the COVID-19 virus. However, it is not a guarantee. To keep your loved one and our care home safe, we ask that you please follow the below guidelines:

- Stay home if you are feeling unwell, including if you have a fever, a cough or a change in your taste and smell
- Follow national guidance outside of your visit, including limiting your contact with other people and wearing a mask in public if possible
- Observe social distancing with anyone outside of your household and wash your hands regularly
- Wear PPE when moving around Winash Rest Home and during your visit

Can you have physical contact with your loved one?

- Physical contact will be supported as long as infection control and prevention measures are in use

Please remember that you must not:

- Take off any PPE according to guidance from the member of staff
- Enter any part of Winash Rest Home that has not been agreed by our staff

We appreciate you working with us to ensure that we can enable safe visiting and should you have any queries, please do not hesitate to ask.

Yours sincerely,

[Insert name]

on behalf of Winash Rest Home

Winash Rest Home
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As the coronavirus (COVID-19) pandemic continues, we want to ensure that you are aware of what steps we are taking to protect both you as a visitor as well as our Residents. To prevent the spread of COVID-19, please ensure that you follow the Government guidance listed below:

- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- Throw all used tissues in the bin right away and wash your hands immediately after handling used tissues
- Avoid touching your eyes, nose, or mouth
- Avoid close contact with people who have symptoms of COVID-19
- Clean and disinfect frequently touched objects and surfaces
- Do not leave your house if you are unwell

We will continue to follow all Government and Regulatory guidance including, but not limited to, UK Health Security Agency, NHS, HSE and the CQC, to protect our employees, Residents and any visitors during this time.

I understand that the symptoms listed below are representative of COVID-19:

- Fever
- New or Continuous Cough
- Loss of Smell or Taste

Visitor's Statement	Yes	No	Initials
I confirm that if I display any of these symptoms, I will not come to visit.			
I confirm that if I display any of these symptoms whilst visiting, I will report this to the manager and leave immediately.			
I confirm, to the best of my knowledge, that I have not had close contact with an individual confirmed or suspected of having COVID-19 in the past 10 days, including within my household.			
I understand that close contact can occur from being within approximately 2 metres of someone with COVID-19 for a prolonged period, or by having direct contact with infectious secretions from someone with COVID-19.			
I confirm I have not travelled from a high-risk area.			

COVID-19 Throat and Nose Swabbing

The Government offers testing for anyone who has symptoms of COVID-19. They are also prioritising essential workers, Residents and visitors to care homes. Staff in care homes and Residents can apply for testing whether they have symptoms or not. More information can be found at <https://www.gov.uk/guidance/coronavirus-covid-19-getting-tested#who-can-be-tested>.

To ensure the safety and wellbeing of our employees and Residents, we want to ensure that we reduce the risk of the virus. COVID-19 does not affect everyone in the same way and, therefore, some people may not always have the symptoms described above. We therefore seek your consent to undertake a nose and throat swab test following Government guidelines and procedures before visiting a Resident.

We will ensure that we retain any personal, sensitive information in relation to your health, including COVID-19 swab testing results in line with our policy on data protection. Your result will be provided to you. We request that you share your result with the service before visiting can take place.

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Consent

I, ____ (the visitor), consent to having a Coronavirus Throat and Nose Swab test if requested by the service.

Visitors Name:

Visitors Signature:.....

Date:

For Office Use:

Staff Member's Name:

Staff Member's Signature:

Date:

	Yes	No	Date	Additional Comments
Visitor given Privacy Notice				
Visitor given the Visitor Code				
Visitor's Temperature Taken				
Nose and Throat Swab Taken				
Results Provided				
Outcome of Results (circle)	Positive	Negative		Unclear Borderline Void Inconclusive
Visitor cleared to visit				