

Visiting

-What can I expect when visiting someone in a Care Home?



**WE ALL
MUST DO IT
TO GET
THROUGH IT**



**KEEP
DISTANCE**



**WEAR FACE
COVERING**



**WASH
HANDS**

How do I organise a visit?

The first step is to connect with the manager of the Care Home. Each Care Home will have a visiting policy and this will include an individual plan for each resident. The Care Home manager will undertake a risk assessment that will consider the risks of transmission according to the layout and size of the home. When organising a visit you will be advised of the location and time of the scheduled visit. **You cannot visit without an appointment.** Methods of visiting may include visiting in a designated indoor area, in an outdoor space/pod or if necessary in the residents room (only in exceptional circumstances).

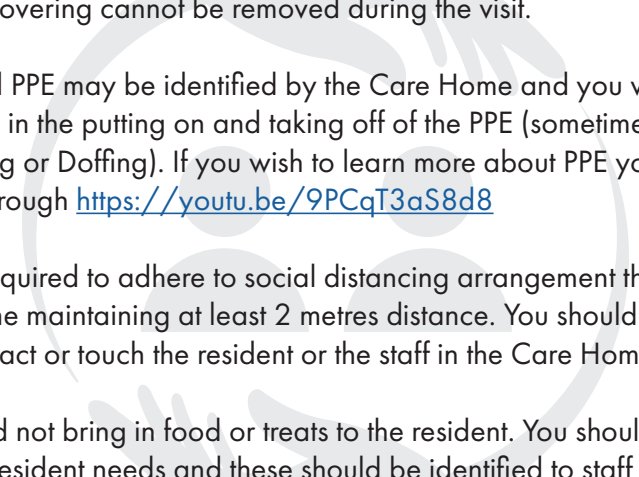
Who can visit?

Immediate family members (or close family friends) can visit. It is recognised visiting is an important part of the residents life, however to ensure the residents stay safe families are required to take a coordinated approach and ensure the number of visitors is kept to a minimum (no more than 2 at any one visit). Frequency of visits will depend upon the current outbreak status of the home unless there are exceptional circumstances such as end of life care. **In the instance of an outbreak visits will be further restricted to reduce the footfall within the home and to keep the residents and you safe.**

In these cases the Care Home should offer options such as telephone calls or virtual visits to support the resident. Children can only visit through discussion with the Care Home manager and must be supervised; Children must be able to understand and follow the instructions to reduce the risk of transmission – for example, handwashing, social distancing.

What guidance must I follow when visiting a resident?

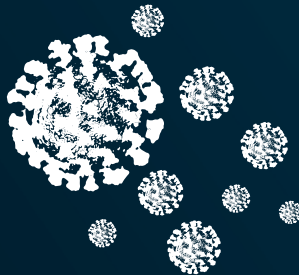
1. You should arrive at the designated time of the visit and inform the staff who you are visiting. You will be asked to wait in a designated area. You must only enter and exit the Care Home through an agreed route and only meet with your relative in the designated location. If you require any assistance staff will be available to help you.

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2. The length of the visiting appointment should be confirmed when you contact the Care Home. Visits may last up to 1 hour however the length of the visiting appointment will vary according to the needs of the resident and the wider Care Home community. Not all residents will wish to use the full visiting hour.
 3. You must wash your hands on arrival and when leaving the premises. You can also sanitise your hands regularly throughout the visit. Hand washing and hand sanitiser facilities will be available at the Care Home.
 4. You are required to wear appropriate Personal Protective Equipment (PPE). All visitors are required to wear a face covering in line with current guidance. The face covering cannot be removed during the visit.
 5. Additional PPE may be identified by the Care Home and you will be supported in the putting on and taking off of the PPE (sometimes referred to as Donning or Doffing). If you wish to learn more about PPE you can access training through <https://youtu.be/9PCqT3aS8d8>
 6. You are required to adhere to social distancing arrangement throughout the Care Home maintaining at least 2 metres distance. You should not come in close contact or touch the resident or the staff in the Care Home at any time.
 7. You should not bring in food or treats to the resident. You should only bring items the resident needs and these should be identified to staff on arrival.
 8. You will be required to advise the Care Home if you have developed any signs or symptoms of COVID-19; If you feel unwell you should not attend the Care Home and seek further guidance if you need to isolate. You may be asked to complete a survey on each visit. This may include recording your temperature to provide assurance you are well.

You should be aware that changes to visiting can occur at short notice in response to an outbreak. Visiting arrangements are agreed in line with the Alert Level in the community and local response to an outbreak. Guidance around visiting will be continually reviewed to ensure it is beneficial to all involved. For the most up to date information you can access the guidance at **www.health-ni.gov.uk/Covid-19-visiting-guidance**

If for any reason you are not happy with the visiting arrangement you should first speak to the Care Home Manager. It may be necessary to include in a further conversation the resident's key worker or Social Worker to identify a resolution made in the best interest of the resident and their community in the Care Home.

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