

# Wenham Holt Nursing Home



## **VISITOR INFORMATION: REVISED 27 July 2020**

The Department of Health and Social Care have produced guidance and advice for care home providers when establishing their visiting policy and when taking decisions for residents or groups of residents. However, the priority must remain preventing infections in care homes and this means that visiting should still be restricted. Based on the guidance, we have produced the following visiting policy which will be implemented immediately.

1. **No visits are allowed inside the home**, all visits will be either outside in the garden, or window/door visits. Wherever the visit takes place, social distancing rules must be followed and 2 metres separation between residents and visitors must always be observed. In addition, visitors and residents will be separated by a vinyl or Perspex screen. Visitors must wear a face covering whilst on the premises.
2. No personal interaction is permitted between visitors and residents, social distancing of 2 metres must always be followed.
3. Visits must be booked in advance – ad hoc visits cannot be enabled; appointments must be made by telephoning 01730 895125.
4. Visitors should be limited to a single constant visitor per resident, wherever possible, to limit the overall number of visitors to the care home and the consequent risk of infection.
5. Visitors should have no contact with other residents and minimal contact with care home staff. (less than 15 minutes at 2 metres distance).
6. All visitors must be screened for symptoms of acute respiratory infection before the visit commences and will be expected to answer questions about any possible symptoms. A temperature check will be taken upon arrival.
7. Visitors must sanitise their hands when they arrive and before they leave.

8. In line with test and trace guidance a record must be kept of visitors as well as the person they are visiting. Contact information comprising an email address and telephone number will also be required in order the visit can proceed.
  
9. Visits should last no longer than 20 minutes.
  
10. The number of appointments each resident can have per week, may be limited to allow all residents the chance to have visitors.
  
11. Any items or gifts for residents must be something that can be easily cleaned to prevent cross contamination. For example, flowers are not allowed but a box of chocolates or toiletries that could be sanitised with wipes would be allowed.
  
12. Visits may be monitored by staff to ensure there is no direct contact between visitors and residents and social distancing of at least 2 metres must always be followed,

We will obviously be as flexible as possible if it is essential for a resident to have a member of the family in to see them. In the meantime, please ring 01730 895125 if you would like to discuss aspects of care with the nursing staff, or to speak to a loved one. We will of course keep the visiting policy under review. However, we are sure you agree it would be negligent of us not to take steps to reduce the risk to our residents and staff at this worrying time.

Wenham Holt Nursing Home Ltd.