

## THE CHISWICK NURSING CENTRE

<b>Manual</b> Managerial	<b>Authorised By:</b> Carole Buse
<b>Issue Date</b> 22 June 2020	<b>Reissued Date</b> 10 July 2020
<b>Reissued Date</b> 22 July 2020	<b>Reissued Date</b> 01 September 2020
<b>Reissued Date</b> 22 Sept 2020	<b>Reissued Date</b> 25 September 2020
<b>Reissued Date</b> 10 Nov 2020	<b>Reissued Date</b> 30 November 2020
<b>Next Review Date</b> 11 January 2021	

### MANAGERIAL

#### CORONAVIRUS (COVID -19) TEMPORARY VISITING POLICY

As advised by the updated Government Guidance and in line with instructions from PHE and PH (Hammersmith) we have opened the Centre to visitors in a safe and controlled way.

As with all our policies through this pandemic, our aim is to ensure that we keep you, your loved ones and our staff as safe as possible.

The measures that we must now take as we open the Centre to certain visiting inside the building takes into account that care home residents are amongst the most at risk by virtue of their age and frailty to being seriously and possibly fatally ill if they are infected by the virus.

During the period October to March (incl) we are unable to support outdoor visits but have initiated an indoor visiting scheme instead.

It should be noted that if there is a change of circumstances at The Centre e.g an outbreak of new COVID cases or a change in Government or Local Public Health Team guidance - visiting may need to be suspended and this may be at short notice.

We will publish this policy on our website and will keep Relatives, friends and potential visitors updated via that website. ([www.chiswicknursingcentre.co.uk](http://www.chiswicknursingcentre.co.uk)).

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### **MANAGERIAL CORONAVIRUS (COVID -19) TEMPORARY VISITING POLICY**

Visiting Times are Monday – Friday (we regret that we cannot support weekend visits at this time), with sessions lasting up to 1 hour being held on a pre-booked basis at:

- 10.30am
- 11.30am
- 2.00pm
- 3.00pm

#### **Visitor Protocol based on PH (Hammersmith) advice Published 30/11/20**

- Only 1 visitor is allowed per visiting session and this must be the same visitor for each resident at every visit. i.e. each resident may have one named / nominated visitor.
- Visit sessions cannot be ‘split’ between different visitors.
- Children under the age of 16 cannot be named visitors.
- In order to facilitate as many visits for residents as possible, we are operating a strict booking system.
- Allocation of visits is strictly on a first come first served basis each week. Visitors will generally only be allocated one visit slot each week, (unless they are utilising previously un-booked sessions – see below):
  - Visits must be pre-booked by telephone to the Reception team between 9am and 5pm Mon - Fri (0208 222 7800 – Option 2).
  - In order to allocate the available sessions as fairly as possible – each visitor will only be allocated one visit session per week.
  - Named visitors may seek to join a ‘waiting list’ for visits over and above their initial one visit per week. Any unused sessions will be allocated to those visitors on the waiting list at 3pm each day, with visitors being advised by telephone.
  - Sessions cannot be booked more than 10 days in advance.
  - The visitor must have been asymptomatic in the past week.
  - The visitor must have had a negative LFT on the day of / immediately before the visit.
  - The visitor cannot have been the contact of a case within the preceding 14 days.

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- Visits must take place in the designated visiting area for residents who are able to travel there from their room and at a social distance of 2 metres using the furniture provided and as already set in place. The visiting area may only be used for one resident visit at a time.
- For residents who are **not able** to mobilise to the visiting area , visits can take place in the residents room under the following conditions:
  - There must be only one trusted consistent visitor.
  - The visitor must use a separate lift to staff.
  - The visitor must have been asymptomatic in the past week.
  - The visitor must have had a negative LFT on the day of / immediately before the visit.
  - The visitor cannot have been the contact of a case within the preceding 14 days.
  - The visitor must wear PPE at all times.
- If the Resident decides not to attend a pre-booked visit session on the day – then the visit cannot proceed.
- Visitors must have been asymptomatic for the past 7 days (no fever, cough, shortness of breath, loss of taste or smell) and will be required to complete an F2063, Visitors Confirmation on Being “Safe to Visit” Disclaimer Form.
- Visitors are prohibited from booking a visit if they are a contact of a positive tested case (during their required 14 day isolation).
- Visitors will be required to wear full PPE (mask / gloves and plastic apron) which will be provided.
- Visitors will be required to pass through the Nursing Centre’s “Fogging archway” before they meet with Residents. This device produces a dry mist constructed from Electrolyzed water which is shown to have viricidal properties.
- Visitors will be required to have their temperature checked on entry to the Centre, if a reading of 37.9°C is recorded visiting will not be permitted.
- Visitors will require to be screened by having a COVID lateral flow swab test and await the result (approx 30 mins) before proceeding with visit.
- Visitors should not bring food and drink into the Centre and any gifts should be left with a member of staff at reception, in order that they can be decontaminated with antiseptic solution before being passed to the Resident.
- The visiting area will be decontaminated between each booked session by nursing centre staff.

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- If visitors arrive later than the start of their pre-booked session – the session must still conclude at the planned time.

A letter with instructions of how to keep safe and how to keep our staff and residents safe will be issued beforehand.

The following facilities will **not** be accessible:

- Access to refreshments
- Toilet facilities

The existing arrangements for exceptional visiting rights to enable one family member or representative to attend in the case of a resident nearing the end of their life remains in place. In such cases permission will be granted following agreement with the Centre Director.

### Appendices

F2063 Visitors Confirmation on Being “Safe to Visit” Disclaimer Form  
F2098 Covid-19 Consent for Testing Visitors Form