

THE CHISWICK NURSING CENTRE

CORONAVIRUS (COVID -19) TEMPORARY VISITING POLICY

As advised by the Government and as we move to the next phase of our plans to support our residents, and staff during this period of uncertainty with coronavirus COVID-19, we are asking for your help and support.

This is to ensure that we keep you and your loved ones as safe as possible.

We understand that this remains a worrying time for you, and we want to reassure you that we are doing everything we can to ensure that our residents, and staff are as safe as possible, and we are following closely the advice from public health authorities.

The measures that we must now take as we open the Centre to certain visiting 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.

It should be noted that if there is a change of circumstances at The Centre e.g. an outbreak of new COVID Cases visiting may need to be suspended and this may be at short notice.

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.

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

We will publish this policy on our website and will keep relatives, friends and potential visitors updated via that website. (www.chiswicknursingcentre.co.uk).

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

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- 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 Monday – Friday (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.
- Where the Resident is able to mobilise to the Ground floor (with assistance if necessary) Visits must take place in the designated visiting area.

Please see further below regards Residents who are nursed in bed and cannot mobilise to the visiting area,

- The visiting area may only be used for one resident visit at a time.
 - 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 a form - 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 be required to be screened by having a COVID swab test**

What does testing involve?

You will be asked to take a test using a new technology called a Lateral Flow Test (LFT). You will be tested before visiting to check if you currently have Covid-19.

For this, we will ask you to do a throat and nose swab every time you visit and then we will let you know your result in the following 30 minutes, before your visit can commence.

We will ask you to complete the swabbing yourself, supervised by a trained staff member. A swab is a small piece of soft, absorbent material on a plastic stick that is used to take a sample from your nose and throat.

The test is very straightforward and you will be supported throughout the process by a member of staff from the Nursing Centre. Full instructions will be provided to you upon your scheduled visit.

Key steps you should be prepared for during the test include:

- 1. When you first enter care home – PLEASE ARRIVE Approx. 40 Mins earlier than your pre booked visit start time. This will provide you with plenty of time to take the test and receive the result.**

- 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 also be asked to sign a disclaimer – showing that you have not experienced any symptoms of the virus in the past 48 hours nor been in contact with anyone who has.
- You will be provided with a face mask.
- You will be checked in for your visit.

2. You will then be asked to register for your test

- This is how NHS Test & Trace can link you to your test sample and collect contact details for you.
- If you cannot complete this form yourself, a staff member can help you.

3. Take your test:

- After you check in, you will be given a swab.
- You will then need to take your own throat and 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. We regret that we are unable to provide refreshments nor access to any toilet facilities for the duration of your visit..

4. What does my result mean?

We will tell you your result

Positive –

- (1) You will not be able to visit.
- (2) You will have to take a second test which is a confirmatory test which we will provide and register for you. You will receive your result in around 72 hours direct from Public Health England and you will 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.
- (3) You must go home immediately and self-isolate. You should seek advice from the NHS by dialing 119

If you test positive, NHS Test & Trace may contact you to ask you for your contacts.

Invalid test result – we will ask you to do another LFT test. If this is inconclusive too, we will have to cancel your visit at that time.

Negative – your visit will be able to go ahead, as long as you comply with all other infection prevention and control measures.

PLEASE NOTE:

The test 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. Visiting remains an activity undertaken at your own risk and the Nursing Centre will not accept responsibility for any COVID related implications arising from your decision to proceed with a visit.

PLEASE NOTE: *The lateral flow tests are not 100% sensitive. This means that having a negative lateral flow test does not guarantee that you definitely **do not** have Covid-19. That is why continued infection control measures are important, such as wearing apron mask and gloves.*

We are also running a separate type of test known as a PCR test for all relatives at the same time as your 1st test - (This is a swab that goes to be analysed in a lab), to add another layer of safety.

It is important to recognise that a negative test will provide us with some reasonable assurance as to whether you are carrying the COVID-19 virus. However, it is not a guarantee.

To keep your loved one and the Nursing Centre 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 or bubble and wash your hands regularly.

During your visit – Do's and Don'ts

Inside the Nursing Centre, we ask that you continue to wear your face covering and any other PPE that you were asked to wear by a member of staff. Please continue with our visiting policy throughout the visit.

Other behaviours that are allowed during your visit:

Provided you are wearing appropriate PPE, and following other infection control measures then it will be possible for you to have physical contact with your loved ones, such as holding hands. We are sorry that we are unable to assist with providing you and your loved ones with refreshments during your visit.

We regret that we do not have toilet facilities for visitors at this time.

Behaviours that are not allowed during your visit:

- Removing PPE according to guidance from the member of staff.
- Entering into any part of the home that is not designated for your 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 antibacterial wipes / solution before being passed to the Resident. Please also be aware of our Policy on food / drink gifts to Residents.
- The visiting area and testing area will be decontaminated between each booked session by Nursing Centre staff.

In order to be fair to all visitors - If visitors arrive later than the start of their pre-booked session – the session must still conclude at the planned time. Please arrive 40 minutes ahead of your planned visit time to allow time for your tests to be processed.

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.

We remain open to exploring new and inventive ways of delivering the ability to visit residents. Please feel free to share with us any ideas that you have – and we will consider whether they can be accommodated within the rules and guidance in place at that time.