

## Visitors Policy Summary

This summary is designed for new staff to give a brief overview not to replace the policy. All policies are available online through <https://www.ukqcs.com/>

Who is the policy for?	Policy reference
All staff, residents, family, friends, advocates and external professionals	
<b>What is our policy?</b> <ul style="list-style-type: none"> <li>• Our homes are the homes of our residents and we wish to let our residents to live as they would want to in their own home</li> <li>• Having visitors is a right (Article 8) and family and friends should be able to visit but this right can be breached to maintain public health and to protect the health of the residents</li> <li>• All visitors need to follow the procedure no matter what their status, role or influence</li> <li>• As per government guidance our homes are currently <b>closed to visitors</b></li> <li>• If you do need to visit you must sign the risk assessment, sign in/out and provide contact details. (We will use this information only to contact you in the event of an outbreak)</li> <li>• There are special circumstances which allow visits e.g. from an IMHA/IMCA or at the <b>end of life</b></li> <li>• Controls will be balanced, in line with government guidance and take into consideration <b>all residents and staff</b> (e.g. those who are shielding)</li> </ul>	AR25
<b>Residents choice</b> <ul style="list-style-type: none"> <li>• The staff will respect the resident's choices as to whether they want to receive visitor(s) or not</li> <li>• If the resident is unable to decide we will complete a mental capacity assessment and call a best interest meeting to discuss the best options</li> </ul>	AR25
Visiting arrangements – are updated with government guidelines. During sustained periods of transmission within the community external visits are advised.	
<b>Types of visits</b> <ul style="list-style-type: none"> <li>○ <b>Window visits:</b> 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.</li> <li>○ <b>Garden visits:</b> Relevant PPE measures and social distancing will apply.</li> <li>○ <b>Drive through visits:</b> These are facilitated visits in the car parks of homes. Again, any relevant PPE measures and social distancing will apply.</li> <li>○ <b>Designated areas within a care setting where settings allow for this:</b> 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.</li> <li>○ <b>In-room visits:</b> These visits may continue to be facilitated as appropriate, in line with national guidance in relation to essential / 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.</li> </ul>	
<b>If there are special circumstances a visit inside the home may be allowed if</b> <ul style="list-style-type: none"> <li>• An appointment has been made</li> <li>• The risk assessment has been signed</li> <li>• Signing in/out is completed and contact details are left</li> <li>• The number of people visiting, and the length of the visit is remains within the agreement made</li> <li>• Hand hygiene is observed</li> <li>• PPE is worn</li> <li>•</li> </ul>	AR25
<b>Bringing in and taking things out of the home?</b> <ul style="list-style-type: none"> <li>• Gifts given and things taken away only with the full knowledge of staff to prevent any future misunderstandings</li> <li>• Food and drink should not be shared</li> </ul>	AR25
<b>If the visit or visitor is a risk?</b> <ul style="list-style-type: none"> <li>• <b>If the visitor does not follow the agreement</b> they may be seen as putting their loved one and/or other at risk</li> <li>• <b>If this is the case it will be referred to Cornwall Council's Safeguarding team</b></li> <li>• <b>If the law has been broken</b> it will be referred <b>to the police</b></li> </ul>	AR25
<b>Resolving concerns and conflict</b> <ul style="list-style-type: none"> <li>• This will be dealt with by the registered manager who will try to resolve any concerns.</li> </ul>	AR25

<ul style="list-style-type: none"><li>• If matters are not resolved they can be pursued through the complaints policy. <a href="mailto:information@swallowcourt.com">information@swallowcourt.com</a></li><li>•</li></ul>	
<b>Other options</b>	AR25
<ol style="list-style-type: none"><li>1. Calls to residents using the phone or social media can be arranged</li><li>2. We will regularly update people with lasting powers of Attorney, Family, Friends etc. of any changes to our arrangements in writing.</li></ol>	