

COVID19 Guidance-2021



JeesalGroup
"we provide, we support, we care"

Our service has undertaken a risk assessment and has adopted COVID-19 - secure ways of working. In accordance with our service risk assessment:

The Registered Manager for the service is responsible for setting the visitors policy/risk management guidelines for the service concerned and these may differ from service settings (contact the service directly to enquire about their visiting status).

- All visits will be agreed and arranged with the service in advance, whether it be 'Designated Visitors', 'Essential Visitors, or health professionals' except for emergency services.
- We ask that anyone who is displaying symptoms of coronavirus (high temperature, persistent cough, changes in sense of smell or taste) does not attend.
- We cannot allow entry to our services from anyone who is displaying symptoms; we can arrange for them to attend via video conference if necessary.
- We ask that anyone who has been asked to self-isolate by the track and trace service, under quarantine rules, or who the government guidance suggests should isolate does not attend in person; we can arrange for them to attend by video conference if necessary.
- If a service has a positive COVID-19 case/outbreak visiting will be discontinued until the service is out of the outbreak classification (28 days with no new positive cases) and formal confirmation of this has been received by Public Health England as per Visiting Care Home Guidance

Designated (named) Visitors - chosen by the resident which could include family member, friend, or advocate.

- Service users from the 8th March 2021 are able to have a single 'Designated Visitor.' This is a consistent Visitor which is not interchangeable who needs to be identified and agreed with the manager of the service before any visiting is arranged.
- Designated Visitors will be able to have contact with their loved ones in the form of handholding only, they will be expected to wear the appropriate PPE as set out in guidance and by the service.

Essential Visitors – Family member in the event of the final stages of end-of-life care. Social and health care professionals, or contractors undertaking essential service and urgent maintenance repairs.

- Essential Visitors will be limited where possible and any support for the service to be completed remotely, it is also recognised that this may not always be possible.
- Essential Visitors contact with service users will be limited, accessing areas of the service environment will be minimised wherever possible. Where possible a strict 2 metre social distancing practice needs to be adhered to. No physical contact including hand shaking.
- All Essential Visitors will be expected to wear PPE as set out in guidance and by the service.

Information for all Visitors

- A Lateral Flow test (LFD) is required to be completed with a negative result outcome before being able to visit our services. The service reserves the right to ask any Visitors to leave in the event of a positive test to safeguard our vulnerable service users and staff teams.
- LFD tests require all results whether negative, positive, or inconclusive to be uploaded to a central recording portal in which some basic contact information needs to be inputted.
- All Visitors will be asked to complete a form regarding LFD Testing ideally prior to attending the service which will be held at the service – it is the Visitor’s responsibility to inform the service if anything on this form needs to be updated at any point (this way the form will be completed out once for the individual visiting).
- All Visitors will be given specific instructions about how and where LFD tests will be completed. Some consideration may need to be given to the distress that may be caused to individuals if they see a visitor (especially a Designated Visitor) who subsequently tests positive and has to be asked to leave the service.
- PPE – fluid repellent masks, apron and gloves must be worn and will be provided by the service.
- Visitors will be asked to wash their hands-on arrival at all our services
- Please make use of alcohol-based sanitizers allocated across all our services and departments.
- Visitors are required to sign in on entry, please make use of sanitizers when signing in.
- We ask that everyone follows good infection control (“catch and bin it”, regular hand washing etc).
- We ask that people always keep bags and coats with them.

- Visits within the care environment may take place in designated rooms, rooms other than those taken place in the past as travelling in unnecessary areas and contact with other service users must be minimised.

Where/when indoor visits cannot take place or with people not identified as 'Designated or Essential visitors' alternative methods of visiting should be considered in line with guidance in place at the time that may be appropriate and safely achievable through a dynamic risk assessment process completed by the service concerned.

This could include:

- Window visits (social distancing and PPE measure need to be followed)
- Garden Visits (PPE and social distancing will need to be adhered. Independent access to the garden so no movement through the care service to access the garden should occur).
- Drive through visits (visits in the car parks of services but social distancing and PPE must still be adhered to)