

	<b>Visitors Policy</b>  <b>CARE-POL- 17</b>  <b>Version: 4.0</b>
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<b>Review period:</b> 1 year	<b>Owned by:</b> Registered Manager
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## Purpose

Sir Josiah Mason Trusts welcomes visitors into its Care charity and homes and this policy establishes how to keep everyone safe who is living in the home, working in the home and visiting the premises. This policy is in response to the Government expectations surrounding the management of Covid-19 within Care settings.

This policy will be issued to all relatives/family members and will help to inform them of what is expected of them when they visit our Care Services.

## Scope

This policy applies to Sir Josiah Mason's Care Charity - Alexandra House and Alexandra Court and the process of receiving all visitors, some elements of this policy will only apply to relatives and families however professionals should also follow all the basic principles within this policy.

## Process

All visitors will be expected to book an appointment with the home before they attend via telephone. Any visitor that attends without an appointment will be turned away and asked to telephone for an appointment.

For Alexandra House: 0121 2451081

For Alexandra Court: 0121 2451057

During the telephone booking the visitor will be asked to ensure that they only attend, no groups or multiple visitors for one resident will be accepted and that they bring a face covering/mask to enter the building. The visitor will also be asked to provide the home with their telephone details and full name in order to comply with the NHS Test and Trace requirements.

## Visiting Alexandra House – Professional visitors

Alexandra House has a single point of entry and so all visitors must report on arrival to any available staff member who will ask them their name and whom they wish to see and direct them accordingly.

Staff will take the temperature of any persons who enters the building and record it on the visitors signing sheet. If a visitor refuses to have their temperature checked they will not be able to enter the service. If the visitors temperature is too high (in the **RED** zone the visitor will be asked to return in 15 minutes to see if they have “cooled down” if they have not they will not be able to enter.

Staff will request that the visitor enters the building with a face covering/mask on and that they keep it on at all times. Staff will request that visitors use hand sanitiser at the entry point into the home.

All visitors who enter the premises other than those who are simply delivering or dropping off items, such as the mail or supplies, must sign the visitors' book. This will record time of arrival, time of departure and who they were visiting as well as the temperature of the visitor when they arrived. The signing of the visitor's book on arrival and departure signifies that the visitor has agreed to the facts of their presence in the building being known and that they are aware of the necessity to follow the rules required of them on the grounds of fire safety, infection control and security.

By signing the visitors book visitors are acknowledging they do not have any symptoms of Covid-19 and are not knowingly putting any staff or residents at risk.

Staff will escort the visitor to the resident's room. At no point should a visitor be in a communal area and mixing with the wider group of residents.

Visitors will be expected to wash their hands regularly and keep within the government guidelines regarding social distancing which is 1+ meters with a face covering/mask.

Visitors will not be able to participate in food or drinks supplied by the home and if required will be asked to bring in their own.

When a visitor wishes to leave they must inform a member of staff and the staff member will escort them to the exit and ensure that they signed the visitor's book to leave.

As part of the Trust's general approach to customer service, staff are expected to treat every visitor courteously and to make them feel welcome and comfortable.

### **Visiting Alexandra House – Relatives/Family members & Friends**

Visitors must attend at their booked appointment time and notify staff that they have arrived to do their visit by using the front door bell of the building.

Once staff are aware that the family/relative is at the service they will instruct the family on how to access their relative.

#### **Garden visits:**

Alexandra House has a large garden with a number of seats and tables. If the weather is reasonable for a garden visit and the resident is well enough to access the garden then a visit can be done in this area. Staff will ensure that the resident is accompanied to the garden and seated with the correct clothing and footwear which is reflective of the weather's temperature.

Staff will show the relatives/family members how to access the garden and where they will be required to sit. Hand sanitiser will be provided to all visitors.

Visitors will sit 2 meters apart from the resident and wear a face covering/mask at all times. Visitors are not allowed to have physical contact e.g. hugging and kissing with their relative at this time.

When the visit is over staff will be alerted by the family member raising their hand and the visitor will be shown the exit.

At no point should there be more than 3 visits happening in the garden at Alexandra House at one time due to social distancing requirements.

#### **Window Visits:**

Alexandra House is a single storey building with many windows therefore it can facilitate window visits from family members and relatives. These visits still need to be pre-arranged in line with the above process to ensure that staff are able to assist the residents to the relevant window spaces.

### **Visiting Pod:**

Alexandra House has a visiting pod which is purpose built and is accessible via the garden only to visitors. This pod allows residents and visitors to have a visit within the home without any exposure to the home environment or potential risks associated with Covid-19.

In order to facilitate a visit within the pod the above process of booking a slot is required.

Before and after use the pod will be thorough cleaned in line with Infection Control; guidelines.

### **Visiting Alexandra Court - Professional visitors**

Alexandra Court has a single point of entry and so all visitors must report on arrival to any available staff member who will ask them their name and whom they wish to see and direct them accordingly.

Staff will take the temperature of any persons who enters the building and record it on the visitors signing sheet. If a visitor refuses to have their temperature checked they will not be able to enter the service. If the visitors temperature is too high (in the **RED** zone the visitor will be asked to return in 15 minutes to see if they have “cooled down” if they have not they will not be able to enter.

Staff will request that the visitor enters the building with a face covering/mask on and that they keep it on at all times. Staff will request that visitors use hand sanitiser at the entry point into the home.

All visitors who enter the premises other than those who are simply delivering or dropping off items, such as the mail or supplies, must sign the visitors' book. This will record time of arrival, time of departure and who they were visiting as well as the temperature of the visitor when they arrived. The signing of the visitor's book on arrival and departure signifies that the visitor has agreed to the facts of their presence in the building being known and that they are aware of the necessity to follow the rules required of them on the grounds of fire safety, infection control and security.

By signing the visitors book visitors are acknowledging they do not have any symptoms of Covid-19 and are not knowingly putting any staff or residents at risk.

Staff will escort the visitor to the resident's flat. At no point should a visitor be in a communal area and mixing with the wider group of residents.

Visitors will be expected to wash their hands regularly and keep within the government guidelines regarding social distancing which is 1+ meters with a face covering/mask.

Visitors will not be able to participate in food or drinks supplied by the home and if required will be asked to bring in their own.

When a visitor wishes to leave they must inform a member of staff and the staff member will escort them to the exit and ensure that they signed the visitor's book to leave.

As part of the Trust's general approach to customer service, staff are expected to treat every visitor courteously and to make them feel welcome and comfortable.

### **Visiting Alexandra Court – Relatives/Family members & Friends**

Visitors must attend at their booked appointment time and notify staff that they have arrived to do their visit by using the front door bell of the building.

Once staff are aware that the family/relative is at the service they will instruct the family on how to access their relative.

### **Garden visits:**

Alexandra Court has a large garden with a number of seats and tables. If the weather is reasonable for a garden visit and the resident is well enough to access the garden then a visit can be done in this area. Staff will ensure that the resident is accompanied to the garden and seated with the correct clothing and footwear which is reflective of the weather's temperature.

Staff will show the relatives/family members how to access the garden and where they will be required to sit. Hand sanitiser will be provided to all visitors.

Visitors will sit 2 meters apart from the resident and wear a face covering/mask at all times. Visitors are not allowed to have physical contact e.g. hugging and kissing with their relative at this time.

When the visit is over staff will be alerted by the family member raising their hand and the visitor will be shown the exit.

At no point should there be more than 2 visits happening in the garden at Alexandra Court at one time due to social distancing requirements.

### **Window Visits:**

Alexandra Court is a two storey building therefore it can facilitate window visits on one floor only from family members and relatives. These visits can be done using the windows within the lounge, dining and conservatory area - These visits still need to be pre-arranged in line with the above process to ensure that staff are able to assist the residents to the relevant window spaces.

### **Visiting Pod:**

Alexandra Court has a visiting pod which is purpose built and is accessible via the garden only to visitors. This pod allows residents and visitors to have a visit within the home without any exposure to the home environment or potential risks associated with Covid-19.

In order to facilitate a visit within the pod the above process of booking a slot is required.

Before and after use the pod will be thorough cleaned in line with Infection Control; guidelines.

### **Visiting Changes**

Due to the nature of changing Care services during Covid-19 SJMT and the management of all Care services has the right to change any of these processes to protect its staff and residents.

Should an outbreak occur all relatives will be informed and visiting will cease.

SJMT will continue to respond to the Government guidelines and inform relatives as required.