

TRUSCOTT MANOR CARE HOME

Visiting Policy during Covid 19 Pandemic

24/05/2021

Dear family member,

As we continue to move through the steps of the roadmap out of lockdown, we want to allow more visiting, and more visitors. As we take step 3 of the Road Map out of Lockdown, we still continue to prioritise keeping people living and working in Truscott Manor safe by reducing the risk of coronavirus (COVID-19) transmission.

Our aim is that by the summer, care home visiting will feel as relaxed and normal as possible – retaining only those infection prevention and control measures that are needed to protect residents from the risk of infection. As with all elements of the roadmap we will continue to be guided by the evidence, which we will review again before making any further changes to visiting policy at the next step.

We are using the new government guidelines, “COVID-19 Response – Spring” published on 22nd February 2021 to revise our visiting policy. **On May 14, 2021, the revised “Guidance on Care Home Visiting” was released. This guidance applies from 17th May 2021 and replaces previous guidance on care home visiting.**

This guidance sets out the government’s advice to support safe visiting:

- every care home resident can nominate up to 5 named visitors who will be able to enter the care home for regular visits.
- the 5 named visitors may include an essential care giver (where they have one) but excludes babies and preschool-aged children
- to reduce the risk of infection residents can have no more than 2 visitors at a time or over the course of one day.
- named visitors and residents are advised to keep physical contact to a minimum. Visitors and residents may wish to hold hands but should bear in mind that any physical contact increases the risk of transmission. For this reason, there should not be close physical contact, such as hugging
- any children visiting (apart from babies and preschool-aged children) should also be counted towards the maximum number allowed for the visit.
- to support effective infection prevention and control in care homes, named visitors:
 - should be tested using rapid lateral flow tests in line with their testing regime detailed below and produce a negative COVID test prior to their visit
 - should wear the appropriate personal protective equipment (PPE), maintain social distancing and follow all other infection prevention and control measures during visits
- care homes can also continue to offer visits to other friends or family members through arrangements such as outdoor visiting, rooms with substantial screens, visiting pods, or from behind windows

Truscott Manor is supporting visiting wherever it is possible to do so safely – supported by this guidance and within an environment that is set up to manage risks. All visitors also have an important role to play – helping to keep their loved ones safe by carefully following the policies described in this guidance, and the practical arrangements that care homes put in place.

We are highly encouraging use of telephone or video link to keep in touch with your family. This remains the safest option to stay in touch.

In the face of new variants of the virus, and a potential upsurge in current prevalent types of COVID-19, we need to remain alert to risks to ensure we protect those most at risk in care homes while ensuring indoor visits can go ahead.

In the event of an outbreak in a care home, the home should immediately stop visiting (except in exceptional circumstances such as end of life) to protect vulnerable residents, staff and visitors.

Lateral flow tests are available to be done in Truscott Manor upon arrival. Visitors are required to complete the tests themselves, supervised by member of staff. If you have any concerns or need assistance in conducting the test please let the staff know.

With the availability of Lateral flow tests as home testing kits. Visitors also have an option to complete the test at home half an hour before their agreed visiting time. A registered Negative result is required to be seen and confirmed by Truscott Manor staff before allowing visit.

It is not a condition of visiting that the visitor should have been vaccinated. However, it is strongly recommended that all visitors take up the opportunity to be vaccinated when they are invited to do so through the national programme.

A revised “Responsible Visitor Code” is sent to friends and families that all have to adhere to when coming to see their loved ones inside the home. Please take time to get familiar with this and we truly appreciate your part in keeping our residents and staff safe.

Please read our revised visiting policy, responsible visitor code and visitor’s guide and do not hesitate to telephone to speak with the manager/senior should you have any questions.

All visits are required to be booked ahead. Please do not come to the home not unless you have a confirmed indoor visit booked.

We will not tolerate non-adherence to the following protocol, visits may be cancelled or cut short if safety of our residents and staff are breached.

Thank you for your continued support, it is very much appreciated.



Jhoana Manalus

Home Manager