

TRUSCOTT MANOR CARE HOME

Visitor's Guide

Visiting is a central part of care home life. It is crucially important for maintaining health and wellbeing and quality of life for residents. Visiting is also vital for family and friends to maintain contact and life-long relationships with their loved ones and contribute to their support and care.

We are now offering Lateral Flow Testing for essential visits. This will enable us to support more meaningful visits with loved ones. It will support our home to safely maintain a balance between infection control and the vital benefits of visiting to the health and wellbeing of residents.

While testing visitors can reduce the risk associated with visiting, it does not completely remove the risk of infection. Robust infection prevention and control (IPC) measures such as personal protective equipment (PPE) will still be implemented.

Friends and relatives have a very important role and responsibility to help care homes keep their loved ones safe. Please think of yourself as part of a team with the care home staff. By carefully following the steps described below you will be playing your part in helping to protect not just your loved one, but all the people with whom they share their home, from the risk of infection.

Please read this visitors guidance pack carefully so that you know what to expect for your visit, as well as the precautions the home will ask that you take to keep your loved ones and all their residents and staff safe.

In the event of an outbreak in a care home, please note that apart from in exceptional circumstances, visits will not be allowed.

Testing is really important to help us to identify people who might be carrying coronavirus but not showing symptoms. Testing may not identify everyone that is currently infectious, but alongside wearing PPE and following other infection prevent and control measures, testing helps us to keep our care home and your loved ones safe.

If you do not want to take a test or testing is not available on the day you visit, please do discuss this with our care home manager. Without testing, outdoor and window visits is still possible. Testing is by far the preferable option and should be used where possible.

Please be aware that organised visits are at the home's discretion and, based on an individualised risk assessment, the care home manager may advise that it might not be possible to facilitate visits with you at certain times.

Preparing for your visit

To keep your loved one and the care home safe, we ask that you please follow these guidelines:

- stay home if you're feeling unwell, including if you have a fever, a cough or a change in your sense of taste and smell.
- follow national guidance outside of your visit, including limiting your contact with other people and wearing a face covering in indoor settings where social distancing may be difficult, and where you will come into contact with people you do not normally meet.
- observe social distancing with anyone outside of your household or bubble and wash your hands regularly.
- Be familiar with the Responsible Visitor Code for the home.

On the day of your visit

You'll be asked to take a test using a technology called a lateral flow device (LFD) test. You'll be tested before visiting your relative to check if COVID-19 can be detected. Lateral flow testing is not a fool proof solution: it should be taken in addition to PPE and other Infection Prevention and Control measures and must not be seen as a way of relaxing their use.

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

The home 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'll be supported throughout the process by a trained member of staff from the care home.

Please let the staff know if you are unable to complete your own swab.

During your visit

It is important to recognise that a negative test will provide us with some assurance that you are not carrying the virus. However, the test is not a complete guarantee. To keep your loved one and the care home safe, we ask that you please follow the guidelines below during your visit.

Inside the care home, wear your face covering and any other PPE that you were asked to wear by a member of staff.

What you can do during your visit

Personal contact is NOT allowed even if you have a negative test result and are wearing PPE.

During your visit, please make sure:

- you keep your PPE on at all times.
- you keep your social distance.
- you stay in the testing area until instructed and accompanied by the staff to your designated visiting area.
- you only go to the part of the care home that is permitted for your visit.
- you stay in the bedroom of your loved one or designated visiting area until a staff accompanies you outside.
- you follow carefully any guidance and instructions provided by care home staff.
- If you need assistance from the staff, please do not go out the room, a call bell is provided for you to ring to call the attention of the staff.
- Please do not touch any surface inside or outside the room.

Self-swabbing instructions

You may remove your face covering to self-swab

1. Using the mirror to help, look inside your mouth, and find your tonsils at the back of the throat. Your tonsils or where they would be (if they had not been removed) are where you will swab your sample.
2. Gently blow your nose into a tissue. Throw the used tissue into the clinical waste bin provided. This is so that you get rid of excess mucus.
3. Use hand sanitiser to clean your hands. This is so that you do not contaminate the test kit.
4. A member of staff will hand you a packaged swab. Identify the soft, fabric tip of the swab.
5. Peel open the package from the handle-side of the swab and gently take it out. This will be used for both the throat and nose. Do not touch the soft tip of the swab.
6. Holding the swab in your hand, open your mouth wide and rub the fabric tip of the swab over both tonsils (or where they would have been) at the back of the throat with good contact at least 3 times (use a mirror to help you do this). Carefully remove the swab stick from the back of your throat.
7. Put the same end of the same swab gently into one nostril until you feel a slight resistance (about 2.5cm or 1 inch up your nose). Roll the swab 5 times along the inside of the nostril.
8. After collecting the sample hold the swab up right in your hand, do not put it down, and notify a staff member. Be careful not to touch any surfaces with the swab.
9. You are ready to hand back your swab. Please notify a member of staff and use hand sanitiser after handing in your sample.
10. Put your PPE back on, and you will be directed to a chair where you can wait for your results to come back.
11. Please do not leave the room while waiting for your results.
12. A member of staff will let you know after 30 minutes of the results and give you instructions accordingly.

Do not touch your tongue, teeth, cheeks, gums, or any other surfaces with the fabric tip of the swab. The swab is invalid if it touches these parts, and you will need to get a new swab. If this happens, ask a member of staff to get assistance.

The member of staff will now process your swab

Key steps during the test

When you first enter the care home

- a staff member will provide Personal Protective Equipment (PPE) and support you with putting it on. This will include gloves, mask and apron. [See instructions for putting on PPE](#) for more details on how to properly put on PPE.
- you'll be asked to sign a consent form that you agree to taking the test and sharing your result. The home may also ask that you share personal details including your date of birth, ethnicity, and contact details to support you with registering your test result. Registering your test result is important because it links you to your individual test kit.
- a staff member will check you in for your visit.
- a staff member will provide you with a copy of your test kit barcode. This barcode will track your individual test to you. Make sure to keep this copy with you throughout the rest of the testing process.

Taking your test

- after you check in for your test, a member of staff will direct you to move to the testing area.
- a member of staff will hand you a packaged swab.
- you will then need to take your own throat and nose swab, supervised by a member of staff. They will walk you through how to swab yourself which will only take about 30 seconds to do. See [self-swabbing instructions](#) for more details on how to swab yourself.

After the test

- once you completed your test, you will be asked to wait in a designated area until your result is ready. This will take approximately 30 minutes.
- please wear your PPE at all times.
- please do not leave the testing area unless instructed.
- if the fire alarm goes off, please stay calm and do not leave the testing area. A member of staff will come and give you instructions.

Receiving your result

- after 30 minutes, a staff member will tell you your result.
- once you have received your result, you will need to register your test kit online with your own mobile device or a device provided to you if you do not have a mobile. If you are not able to register your own result, a member of staff can help you but they'll need to take down your personal details.
- See [how to register your test kit](#) for more details on this.

Understanding your test result

Care home staff will help you process your test and give you a result within 30 minutes. This result will also be reported to the wider NHS Test and Trace program.

The result will affect whether you can complete your visit in the following ways:

- **POSITIVE** – you will not be able to visit. You will have to take a second test, which is a confirmatory polymerase chain reaction (PCR) test that the home will provide for you. You will have to take the test and register it on site, then go home immediately and self-isolate until you receive your result. NHS Test and Trace will text, email, or call you with your result in around 72 hours. If you test positive, NHS Test and Trace may contact you to ask you for your close contacts.
- **INVALID**– the home will ask that you take another LFD test. If the retest comes back as invalid, the home will recommend that you do not complete the indoor visit but can have a window or assisted video call with your family.
- **NEGATIVE**– your visit will be able to go ahead as long as you comply with all other IPC measures. It is possible that you may still have COVID-19, so the home will need to make sure you wear PPE at all times and ensure that the visit takes place in a safe way. If you have any questions about this, please ask the care home manager and staff for advice.

How to register your test kit

Once your result is determined, your test kit needs to be registered online using a self-test registration form. You can complete this form using your own mobile phone or a mobile device provided by the home. Once the form is complete, you will follow the appropriate guidance based on your result as set out above.

If you cannot complete this form yourself, a member of staff can complete it for you. They will ask you to provide some personal details required in the form.

Please make sure that if you are completing this form yourself that you complete it immediately after testing (no later than one day).

Details needed for the online registration form

- full name
- date of birth
- gender
- ethnic group
- home address
- contact details (including mobile number and email address)
- the barcode number of your test kit
- date and time of your test
- test result

Instructions for putting on PPE

1. Perform hand hygiene using soap and water or alcohol hand gel.
2. Put on a plastic apron, making sure it is tied securely at the back.
3. Put on a face mask provided by the home.
4. Put on plastic gloves.
5. You are now ready to enter the care home testing area.

Instructions for removing PPE safely

1. Remove gloves; grasp the outside of the cuff of the first glove and peel off, holding the glove in the gloved hand, insert the finger underneath and peel off second glove. Use hand sanitiser.
2. Snap or unfasten apron ties the neck and allow to fall forward. Snap waste ties and fold apron in on itself, not handling the outside as it is contaminated, and put into clinical waste. Use hand sanitiser.
3. Remove surgical mask carefully and put into clinical waste.
4. Perform hand hygiene using soap and water or alcohol hand gel or rub.