Dear ……………………………………. Date…………………………

Date and time of planned visit………………………………….

Swabbing and infection prevention and control procedures during internal visit (tiers one to three only)

From the 21st of December 2020 the home began to facilitate swabbing of all resident family visitors prior to each visit to enable an internal visit within your loved one’s own bedroom. The visits being only on the outcome of a negative test result. A positive or inconclusive result would not enable the visit to go ahead. The swabbing procedure is supported by a member of staff, following your written consent, and there is a requirement that you wait in a specific area for half an hour before the result can be read. Following the negative result, you will be assisted to your loved one’s bedroom where you may enjoy a meaningful visit and be able to make physical contact with them e.g., holding hands. You will be required to wear a mask, disposable gloves, and a disposable apron for the duration of the visit. Please remain in the bedroom during this visit; you will be assisted out of the home with support from a member of staff. Your visit can be up to one hour in duration.

A positive result will require a further swab test to be completed on site and you will be asked to self-isolate immediately.

External visits, window visits and visits to the designated visiting area with social distancing and clear screens (should you not wish to undertake the swabbing procedure) will continue. These visiting procedures will be the only visits which may continue, as per government guidance, during tier four and national lockdowns)

Internal visits in exceptional circumstances such as end of life (all tiers including national lockdowns)

On the 12th of January 2021, the government updated the visiting in care homes guidance to support internal visiting for residents who are approaching the last months and weeks of their lives; not just the final days or hours, which the home has maintained throughout the pandemic.

The home positively welcomes the new guidance and will endeavour to support families to visit their loved ones:

* On a weekly basis for residents who have been assessed by their GP and the care team as being in the last months of their lives
* Twice a week for residents who have been assessed by their GP and the care team as being in the last days of their lives
* Timely visits for residents whose death is potentially imminent and/or deterioration in their health

For visits at end of life, there will still be a requirement for families to undertake the swabbing procedure prior to entering the main parts of the home. Should there be a rapid deterioration in a residents’ health and a timely visit is required, the home will support the visit without the swabbing procedure if time does not allow, in these exceptional circumstances.

Safe visiting information

To assist in maintaining safety during your visit to………………………………………… please follow the information below:

* If you, or any member of your household are experiencing potential symptoms of Coronavirus, please let the home know as you must not therefore attend the planned visit
* If you have been identified as a contact of a positive person within the last 10 days, you must not visit the home
* If you have recently returned for another country, please let the home know prior to your visit as there may be restrictions associated to this
* Visiting is restricted to an absolute maximum of two consistent visitors (where possible) for each resident to minimise the number of visitors into the home
* Please attend straight from home, do not stop off anywhere on the way
* If travelling by car, please park in the car park at the front of the home in the dedicated area indicated when you arrive
* Please do not bring food or gifts with you to the visit, unless previously arranged with the home manager. Do not bring any pets
* Toilet facilities (if available) can be utilised in your loved one’s room (if applicable)
* The visit will be limited to up to one hour for internal swabbing visits and half an hour for outdoor, screened and window visits, to enable other family members to see their loved ones. We will need to ensure that any previous visitors have left, their loved be back in the home, and all areas cleaned and disinfected in readiness for………………………….and your arrival.
* Please therefore attend for your visit on time; …………………………will be ready to see you and we would like you to fully enjoy the time you are together
* On arrival to the home, please ring the front doorbell and a member of staff will be ready to meet you
* There will an area set up for you to apply a mask, apron, and gloves (PPE). Staff will guide you with correct application. Wearing this equipment will help reduce the risk of any potential contamination for ………………………………….and yourself.
* Staff will guide you how to clean your hands, before and after application of the PPE before escorting you to the dedicated visitor swabbing area of the home
* On attendance for the visit, you will be asked about your current health and that of anyone you may have been in contact with, by completion of a short checklist. Your temperature will be taken and recorded using an infrared no-touch thermometer.
* If applicable to the visit type (tiers 1-3 and end of life visits only), you will be assisted to the dedicated swabbing area for visitors and a staff member will support you undertake the swab. You will be required to sign a consent form for the procedure and for your information to be recorded
* You will then be assisted to a waiting area for half an hour, until the result of the test is ready.
* Once the result is received, a member of staff will assist you to register the test and result online. You will then be assisted to your loved one only if the result is negative.
* As the visit is inside the building, we ask that you do not enter any other area of the home.
* Your visit will be for up to an hour and staff will be unobtrusively available during this time, for any support if needed.
* Contact with……………………………………. can be undertaken but you must keep your mask, gloves, and apron in place throughout the visit.
* If you require any assistance during your visit, or wish to finish your visit, please use the call bell facility in the bedroom and a member of staff will attend
* Should the local area be in tier 4 restriction or national lockdown is in place, bedroom visits cannot be facilitated unless in exceptional circumstances. The procedure will follow all steps previously documented above without the swab procedure and you will be able to be supported to undertake an outdoor/window/screened internal visit lasting half an hour duration
* Following the visit, you will be guided to safely remove your PPE at the infection control station and cleanse your hands
* Please travel straight back to your home address following the visit and launder your clothes

Please be aware that all visits, except for visits at end of life, may be cancelled at short notice as advised by the local infection control team, for example, in an outbreak situation. The home will contact you to inform you of this and may be able to arrange a window visit should you wish this. A future internal visit will be arranged as soon as possible.

Home Manager