

## Viewlands Visitor Protocol for Indoor Visiting

We are beginning to introduce controlled and time-limited visiting inside the care home. Your continued support in protecting not only our residents and staff, but also you as visitors and the wider community, is equally as important.

It is critical during this stage that visits only take place at pre-arranged times. These will be jointly agreed between you, our residents and Viewlands House. This arrangement is in place to ensure we reduce the number of people inside the home at any one time, to protect our residents and staff.

Visits will take place in the conservatory to the rear of the home. This reduces risk of someone who is asymptomatic inadvertently taking the virus deeper into the home. This is a critical safety measure to protect your loved one, the other residents and our staff. Access to the conservatory is round the left hand side of the home. Only one visitor will be allowed at any one time.

Indoor visits will initially be once a week, for a period of no more than 30 minutes duration, between 10am & 7pm, avoiding protected mealtimes. This excludes time for preparation and discussion with staff before and after, and you should plan to arrive 5 minutes before your allocated time slot.

We would ask for your co-operation in following this limit as this allows us time to implement rigorous infection prevention and control processes to clean the visitor area, thereby enabling other visitors to visit their loved ones safely.

Should you require to cancel your visit please let us know as soon as possible in order for the slot to be utilised by another family.

Should we require to cancel for any reason we will contact you as soon as possible.

### **Action to be taken: Please ensure you are wearing a face covering on arrival.**

- 1) You will be asked on arriving at the main door to use alcohol-based gel on your hands, this should take a minimum of 20 seconds, instructions are provided.
- 2) Your temperature will be taken using a non-contact thermometer.
- 3) You will be asked to sign that you have read this visiting protocol and completed the accompanying Visiting Health form. You will again be asked to clean/rub your hands with the alcohol-based gel.
- 4) If you do not have a face covering, a mask will be supplied by the care home. If you are supplied a mask they are all single use items and must be disposed of in the bin provided. If necessary you may be asked to put on other Personal Protective Equipment (PPE). Staff will be on hand to show you how to put any PPE on and more importantly how to take them off safely, thereby reducing any infection risk.
- 5) You are asked to maintain a 2 metre distance between you and your loved one. We fully understand this is difficult for both you and your loved one, however it is a critical protective factor for you both, our staff and the wider community.

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- 6) You are asked not to bring in food parcels, flowers, helium balloons and the like. This approach is to reduce the opportunity for the virus to be carried into the care home and being passed unknowingly to your loved one.
- 7) Staff will show you how to remove PPE safely. PPE should be removed in a specific order: gloves, apron and finally mask. You must dispose of the PPE in the bin provided and perform hand hygiene immediately on removal.
- 8) As you leave the building, please use the alcohol-based gel at the outside door to rub your hands as an added protection.
- 9) We would advise that you go home immediately after your visit, remove your clothes, shower and wash your clothes separately from other washing as soon as is practically possible.
- 10) If you are visiting in a residents room then you will be provided with full PPE (mask, apron & gloves). A member of staff will escort you to the room. While in the room please only sit on the designated chair & avoid touching anything in the room. When you are ready to leave, please use the call bell and a member of staff will escort you to the exit, where you will remove the PPE and sanitise your hands.
- 11) You will be unable to use the toilet facilities, and no refreshments will be provided during your visit. In an emergency the toilet in the annexe may be used, please ask a member of staff if you are needing this facility.

### **Future Focus**

At all times we will follow Scottish Government guidelines related to visiting. Initially the guidelines permit each resident to have one designated visitor inside per week. This is a precautionary approach with the principle of protecting your loved one at its core.

Should these guideline change we will implement them. This could include:

- 1) Cessation of visiting if there is a COVID-19 case in the care home.
- 2) Extending number of visitors or length of time, if we continue to see a reduction in overall viral cases.

We will keep you informed of each change as it occurs and how it impacts on our residents and on you as a family member.