



Manx Care Adult Residential Homes, Units and Learning Disability Houses Visiting Policy

Important Notice – Updated Visiting Policy

Update issued on 13 August 2021

Whilst it is recognised that friends and family members are a vital support, the utmost care and consideration must be given to the safety of residents, visitors and staff by maintaining infection prevention and control procedures at all times.

The temporary closure at Southlands Resource Centre, Cummal Mooar Resource Centre and Dementia Care Units will end on Monday 16th August 2021.

However, restricted visiting as per Manx Care visitor's policy, based on vulnerability of residents and risk mitigation plans, will come into force with effect from 16 August 2021.

This information applies to Southlands Resource Centre, Cummal Mooar Resource Centre and Dementia Care Units; Bradda, Gansey, Reayrt Skyal, Sweetbriar and Thie Meneagh only.

This guidance will be in place for fourteen days with effect from 13th August 2021 and will be reviewed on 27th August 2021:

- All visits must be pre-arranged with the staff of the home. **Booking appointments will be available from Monday 16th August 2021** – each home will have a designated telephone number, which will be advised to NOK/Emergency Contacts.
- Visiting will be restricted to 1 person from the same household at any time, this will not include children.
- Visiting times will be 10:00am to 6:00pm.
- Duration of visits will be in line with the IPC clinical advice of **15 minutes**.
- Visits will take place in a designated area of each home; this will be determined by each Resource Centre/ Dementia Unit and advised to visitors when booking.
- All visitors will be asked to carry out a Lateral Flow Test (LFT) at the Resource Centre/Unit prior to the visit; a private area will be designated for this.
 - If positive; entry to the home will be refused.
 - If negative; All visitors will be temperature checked and a visit will be refused if they have a high temperature and/or are displaying any symptoms of Covid.
- All visitors will be required to comply with PPE (including the wearing of a face mask and face shield) and hand hygiene guidance on arrival and throughout the visit.

- All visitors must complete the visitors log on arrival for contact tracing purposes if required.
- All visitors will be required to socially distance from staff and their relatives during the visit.
- All visitors must leave when requested to do so by the staff and dispose of PPE in the designated PPE bins.
- **Manx Care strongly recommends that residents do not leave the home for visits with family/friends, with the exception of urgent or emergency medical treatments. If this does occur, residents will be required to carry out a Lateral Flow Test (LFT) on their return, which could result in a period of isolation.**

Visiting will continue to be allowed on compassionate grounds or in exceptional circumstances and will be managed on a case-by-case basis by the management team of each home.

Some of our overnight respite care for adults with learning disabilities will continue to operate a scaled back service, this allows us to temporarily redeploy staff across other areas of Adult Social Care to meet the ongoing operational challenges, particularly the Residential Care Home estate. Our Adult Day Services will continue to stay open.

Guidance for risk mitigation, for essential visits by relatives to care home residents within ten days of arrival on the Isle of Man:

- The care home manager MUST agree, either by written or verbal correspondence, that the visit to the Care Home is essential or exceptional, e.g. due to compassionate reasons (e.g. end of life, best interest)
- In the care home manager's absence this may be delegated to the person in charge
- Undertake a risk assessment tailored to each individual visit
- The care home manager/person in charge must be informed about which pathway the visitor is on:
 - Pathway 1 – no COVID swab required
 - Pathway 2 and 3 – negative COVID swab result required before entry and the visitor must follow IOM Government's COVID 19 guidance
- CHARRT to be informed of the proposed visit
- Entrance to the care home will not be permitted without approved confirmation from the care home manager. This is to include:
 - Time and day of visit
 - Length of visit
 - Frequency of visit
 - Instructions on how to gain access to the care home – they must be accompanied by a staff member

Procedure on arrival and during the visit to the care home:

- Relatives will be met at the nearest door to the designated area by a member of the care home staff
- They will be given an IIR facemask to wear, along with an explanation of how to wear this correctly
- Their temperature will be taken before entering the care home

- Relatives will be asked to complete the visitor COVID-19 questionnaire
- They will then be escorted to the designated visiting area by a staff member (care home staff members will also be wearing PPE, including an IIR mask), who will make sure that any corridors are clear of service users first

Visitors who are sick or showing any symptoms relating to COVID-19 will not be permitted to enter any Manx Care residential home or unit; this is without exception.

Thank you for your understanding and co-operation over recent months as we have worked to protect the vulnerable people in our care from potential exposure to COVID–19. We do need to remain vigilant and consider the health and wellbeing of everyone living and working in and visiting Manx Care settings.

Sally Shaw

Executive Director

Social Care