

Manx Care Residential Care Homes & Community Houses Visiting Policy

Whilst we recognise that friends and family members are a vital support, the health and safety of our patients, residents/service users, staff, and our communities are a top priority.

Therefore, in line with the latest United Kingdom Health Security Agency (UKHSA) guidelines related to COVID-19, we have revised our visiting policy.

Whilst Care Homes and Community Houses are open to 'named' visitors, who will be able to enter the care home for regular visits, we also encourage other ways of keeping in touch with loved ones such as phone calls, text messages, social media etc. Please note: Care must be taken during any social media interaction not to breach the confidentiality of any other residents/service users in the vicinity. Any shared media footage e.g. photographs, videos or FaceTime must not include other residents/service users and should only include staff if they have given their consent.

There is no limit on the number of 'named visitors' that a single resident can have and no nationally set limit on the number who can visit in a single day. The introduction of named visitors is to enable visitors to be supported for the necessary testing and support required to facilitate COVID-secure visits. Where residents are unable to make an informed decision on who their named visitors should be the care homes manager will discuss the situation with the residents family, care givers or friends who may usually visit the resident or are identified in the care plan.

Whilst COVID-19 protocols remain in place for all named Visitors, we will be continuing to keep residents, service user and staff safe with the following risk mitigation:

- All visits will be by prior appointment and only one visitor per resident at any time.
- Please continue to be aware of your general health and Covid risk levels e.g.
 - Have you been fully vaccinated?* **(please see below)**
 - Have you been advised you may be a high risk contact of someone who has tested positive for Covid 19?
 - Have you been asked to isolate?
- All visitors will be reminded to practice good hand hygiene and wash their hands with soap and water for at least 20 seconds or use the hand sanitiser provided before entering the home.
- You will be asked to wear a IIR Fluid Resistant Facemask provided by the Care Home other PPE where appropriate, which will be provided for you.

- You will be asked to carry out an LFT at the care home or provide evidence of an LFT that day (LFTs are voluntary, although highly recommend as best practice when visiting vulnerable adults).
- If you have recently tested positive for COVID-19 from a PCR test you will not be required to undertake a LFT test for 90 days from the onset of symptoms unless you recommence with symptoms. Please show the Care Home your PCR confirmation email to confirm this if it is requested and do not attend the Care Home until your self-isolation period has finished. During this period continue to follow all the other Infection prevention measures including social distancing, maintaining good hand hygiene and wearing PPE.
- You will asked to have your temperature taken or take it yourself, if you temperature is 37.8 or above, you will not be allowed to enter the facility
- All visitors will be required to sign and date a visitors log and answer screening questions, which will be used should contact tracing be required.
- You will be advised to keep physical contact to a minimum. Physical contact like handholding is acceptable if hand washing protocols are followed. Close personal contact such as hugging presents higher risks but will be safer if it is between people who are fully vaccinated, without face-to-face contact, and there is brief contact only.
- **Visits will take in individual bedrooms and not in communal areas.**
- Designated visiting rooms may in use and these will be normally be used by one resident and their visitors at a time. These rooms are subject to regular enhanced cleaning and ventilation between visits.
- The frequency and length of visit will be at the discretion of the Care Home Manager and will take into account numerous factors such as the layout of the Care Home , and the number of residents and families who wish to have visits.

Any visits involving children should be carefully considered by the family. The arrangements, for the visit – in particular the numbers involved and where the visit will take place – must be planned and agreed with the care home in advance of the visit.

Please be advised that there may be necessary restrictions at certain times when there is an investigation of a potential Covid positive case(s). In these circumstances the individual setting will advise residents, service users and their next of kin or emergency contacts accordingly.

In the event that Manx Care restrict visiting to their care homes because potential or known Covid 19 positive cases have been identified, the care home will action the Essential Care Giver protocol as below:

Every care home resident can choose to nominate an essential care giver who may visit the home to attend to essential care and wellbeing needs. The essential care giver should be enabled to visit in most circumstances, including if the care home is in outbreak (but not if the essential care giver or resident are COVID-positive), or if the essential care giver is not fully vaccinated and is notified they are a close contact of someone who is COVID-positive). Each individual circumstance will be risk assessed and mitigation managed appropriately. Essential care givers must agree to adhere to all Covid protocols, as determined by each care

home particularly in an outbreak. If the essential care giver is a young person under the age of 18 to be an essential care giver it must be with the agreement of the Care Home Manager who must satisfy themselves that the young person is confident, capable and willing to provide the care or support agreed.

We recognise how important visiting is to residents who are approaching the end of their lives and this should not just mean at the very end of one's life. Families and residents should be supported to plan end-of-life visits, with the assumption that visiting will be enabled to happen not just towards the very end of life, and that discussion with the family should happen in good time. As has been the case throughout the pandemic response, visits in exceptional circumstances such as end of life should continue in all circumstances (including in the event of an outbreak).

Please contact the registered manager of each care home, or their delegated staff member if you have any questions or concerns prior to your visit.

- For all up to date information regarding visiting all Manx Care facilities please visit the website below
- *Fully vaccinated – as per current PHE vaccination guidelines for your age and health status please visit the website below

<https://covid19.gov.im/general-information/latest-updates/>

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