

Visitors Protocol

Human rights uphold that everyone has the right to freedom of movement and association. This includes the right for our Clients to see their families and loved ones. This protocol seeks to balance the rights of an individual with the rights of the others within our support services (Clients and Staff) with the duties and responsibilities St Anne's as a care provider.

For many people we support, it is very important that they are able to experience 'in person' visits. Many of our Clients may have limited understanding of why they have not been able to since March, and many may be significantly affected by the absence of visits, with a deterioration in their overall health and wellbeing.

Visits are key for many people with communication difficulties as 'virtual visits' can be very challenging.

Therefore, St Anne's has developed the following visitors protocol to enable visits to begin again. In line with Government & local Council Guidelines each Client may have one family member or other person who is close to them visit on a regular basis as follows.

Circumstances in which visits must not go ahead – All Visitors

The visitor must follow the 'Stay Alert' Government guidance and stay home if they have symptoms of COVID-19 or live with someone who does in line with the self-isolation rules in place.

- The visitor must not visit the service if they or anyone in their household have symptoms of COVID-19. OR
- If they or anyone in their family have had symptoms in the last 7 days OR
- They have returned from abroad within the last 14 days

If any of these are the case, then the visit must be rearranged until any self-isolation has taken place (either from being abroad or due to symptomatic family members).

- If there are any staff members or Clients with symptoms, the visit must again be rearranged to reduce the risk of cross infection.
- If the service has had an outbreak and all Clients are self-isolating, the visit must be rearranged to prevent cross infection.
- If there are any Clients shielding in the service due to serious underlying health issues, or there are people who have expressed a wish to shield, then a visit may not be possible. This would need to be discussed in depth with the area manager prior to a visit being agreed.

Planning the visit

All visits must be pre-planned with a specifically agreed date and time to allow the Manager to prepare the environment and staffing and to ensure other Clients are safe.

Only one visit is permitted every seven days to a service.

If there is a risk that a Client may want to have physical contact from their family member (e.g. hug or kiss) and will not adhere to social distancing, the manager must discuss with family the need to isolate for 14 days prior to seeing the client to keep risks to a minimum.

At the beginning of the visit

- The visitor must sign a declaration stating that nobody in their household has had symptoms of COVID-19 in the last 7 days, and they have not returned from abroad in the last 14 days.
- Before entering the building they must be handed a mask and they must put this on.
- The visitor's temperature must be checked upon arrival and be less than 37.8 degrees Centigrade
- Prior to the meet up, the Visitor will be requested to wash their hands thoroughly with soap and water or hand gel will be provided by the service to perform hand hygiene.
- The Client must also be supported to perform hand hygiene in line with Infection Control guidance.

How the visit should take place

- The meet up must where possible take place outdoors, where strict social distancing measures can be implemented e.g. the garden or a quiet, public green space.
- If this is not possible (for example because of bad weather) then the visit must take place in an airy and well ventilated room which can be accessed directly via an external door. The external door and windows should remain open during the visit and the door to other areas of the service must remain closed.

If these measures are not possible in a specific service or location then they cannot go ahead indoors and must be facilitated outside.

- The visit must last no longer than 30 minutes.
- Toilet facilities will not be available for visitors to use in service.
- The Client must be supported by a staff member to maintain strict social distancing.
- The visitor must ensure that 2 metres is maintained between themselves and the Client at all times **NO** physical contact is allowed.
- The area must be free from other Clients at all times.
- The Client must be supported to perform hand hygiene once the visit has finished and they are back indoors.
- Once the visit has finished and the visitor has left, the area must be cleaned by staff wearing full PPE.