



Abercorn Care Limited *Visitor Protocol - Outdoor Visit*

Introduction

1. The following steps laid out below have been compiled to ensure minimum risk of bringing COVID-19 into the Care Home. Abercorn Care Limited would ask that all visitors follow the step-by-step instruction diligently.
2. A staff member has been assigned to look after and, guide you through the visit their role is vital in ensuring that we minimise the risk from COVID-19. We would ask that you listen to what they have to say and follow their instructions.
3. As agreed by public health no visits will be permitted to the home for 28 days from the last symptoms of any resident or staff member. This is twice the extreme incubation period for the virus and given the possibility of asymptomatic carriage, is a precautionary interval of time before extended visiting can start.

Visiting Times

4. The following days and time have been allocated for visits which will be coordinated by the Home's Manager:
 - Days – Monday, Wednesday, Friday & Sunday
 - Times - 10am, 11am, 13.30, 14.30, 15.30, 18.00

Process for Visit

Step 1

If you can, arrive at the care home 5 minutes before your scheduled visit time wearing a face covering/mask. You will be met by a member of staff who will guide you through the visiting process. The first thing you will be required to do is sanitise your hands at the hand sanitising station at the front of the property.

If you do not have a face covering, you will be provided with one at this point.

You will then have your temperature taken to ensure it is within guideline figures any temperature reading of **37.6** degrees or above, will result in the visit being terminated. At this point you will be advised to follow government guidelines. If the reading is below **37.6** degrees, it should be added to your Health Proforma which you will complete later in the process.

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 family member.

Step 2

You will be taken to the area where the visit will be conducted. The visit will be held in a gazebo, which will provide some shelter from the rain or sun.

Step 3

In the gazebo will be a table and two seats which have been socially distanced for both you and, your family member. You will be guided to the seat which is allocated for visitors. The table is for you, the visitor, to use alone. On the table will be a guidance document which includes the steps you must go through (see attached) and the specific order in which you must do them.

On the table will be the following:

- Visitor's guidance document.
- The visitor Health Proforma which is a mandatory document you must complete prior to the start of the visit.
- Hand sanitiser.
- Pen to complete documentation.
- A resident call bell is you should need to call for assistance throughout the visit.

Step 4

Once the Visitor Health Proforma has been completed, along with the temperature check reading taken on arrival, our member of staff will review the information to ensure that the visit is suitable to go ahead.

Step 5

The member of staff will then bring your family member to see you and have them sit in the chair allocated for residents.

You are required to maintain a two-metre distance between you and your family member. We fully understand this will be difficult for you both. However, it is a critical protective factor for you both, our staff, and the wider community.

Step 6

During the visit, our member of staff who met you will be discretely nearby. If at any time your family member/resident becomes unsettled and, you would like assistance, please use the call bell provided and the member of staff will be there to help.

You can also use the call bell if you want to bring the visit to an end before your allocated time.

Step 7

End of the visit – Once you have said your goodbyes, the member of staff will take your family member back to the entrance of the Home where they will be met and assisted by another member of staff.

Step 8

The member of staff will return and guide you to the exit for you to depart by the same route as you entered. You will then be shown how to safely remove any PPE provided, which will be disposed of. You must then perform hand hygiene immediately upon removal of PPE using the hand sanitiser provided on the table.

We hope you enjoyed your visit and wish you a safe journey home.