# Visitors

**Westmorland and Furness Care Services**

## Policy

To ensure all visitors to the service are identified, received in a courteous and welcoming manner and the health and safety of visitors, service users and staff are safeguarded.

<https://www.gov.uk/government/publications/coronavirus-covid-19-testing-for-adult-social-care-settings>

<https://www.gov.uk/guidance/covid-19-coronavirus-restrictions-what-you-can-and-cannot-do>

<https://www.gov.uk/government/publications/infection-prevention-and-control-in-adult-social-care-settings>

## Procedure

General guidance for all visits to care services.

1. It is recommended that visitors and service users take the opportunity to be vaccinated against covid-19 before arranging visits.
2. All visitors to the service are asked to check and agree the V1 visitors screening questionnaire (Appendix A). If visitors have any symptoms that suggest transmissible viruses and infections, such as cough, high temperature, diarrhoea or vomiting, they should avoid entering care services until at least 5 days after they feel better.
3. A booking system may be in place for family/ friends visiting to ensure all visits can be safely supported.
4. All service users will be supported to arrange and agree their visits. Where a service user lacks capacity, this will be supported applying best interest principles, set out in the Mental Capacity Act.
5. All visits will consider individual service user needs but also consider the safety and preferences of all other people in the service.
6. Personal visits are recommended to take place in visiting rooms or the individual’s bedrooms. (In residential services).
7. Each service users individual person-centred care plan should provide details on visiting and individual visiting risk assessments.
8. Staff should provide any support required by the service user during visiting, referring to the individuals person-centred care plan.
9. Visitors should be advised regarding available toilet facilities in the service.
10. All visitors are requested to continue to wear a face mask in communal areas when visiting Cumbria Care residential services. If wearing a face mask causes difficulties or distress to a service user, face masks may be removed when the visitor is not in a communal area of the care service. Type I, II or type IIR face mask are all acceptable, however the recommendation is for all visitors to wear a Type IIR fluid repellent mask as this provides greater protection by providing a fluid repellent barrier between the wearer and the environment. All face masks should be well fitted to cover nose, mouth and chin and be worn according to the manufacturer’s recommendations.
11. In the event of an outbreak Cumbria Care services may need to limit some visiting following guidance from Cumbria Public Health Team.
12. Enhanced cleaning should take place twice daily in all visiting areas.
13. All visitors should complete hand hygiene before and after their visit. Either using handwash or a hand rub. Instructions should be laminated and be available for all visitors to refer to.
14. Details on donning and doffing of PPE should be provided for visitors by suitable trained staff members. Instructions should be laminated and be available for all visitors to refer to.
15. The service should ensure the indoor visiting areas are well ventilated before and after the visit to reduce transmission risk.
16. Outdoor visits in warm weather should be encouraged as this reduces any potential transmission risk.
17. Visiting professionals should follow the same advice as above on visiting precautions. NHS staff and Care Quality Commission (CQC) inspectors also have access to symptomatic testing and should follow the same guidance as staff about staying away from work if they test positive.
18. If a visitor is providing personal care, they should wear the same PPE as is required by staff. Including a fluid repellent type IIR mask, apron, gloves and eye protection if required.
19. Visitors should follow respiratory hygiene and catch coughs and sneezes in tissues and clean their hands after disposal of the tissues.
20. Visits in exceptional circumstances, such as end of life, will always be supported.
21. Staff should challenge unidentified visitors and inform the senior member of staff on duty about anybody acting suspiciously in the vicinity. Any concerns regarding visitor conduct should be discussed with the Manager or designated Supervisor.

**New service users and their families or friends wishing to view the service should follow the visiting requirements above.**

**List of Appendices**

[Appendix 1 – Screening Questionnaire](https://cumbria.sharepoint.com/sites/SupportatHome/Systems%20%20Development/Projects/Policy%20and%20Procedures%20Review%20WMF/Rebranded%20P&Ps/Appendices/Visitors%20Appendix%201%20Screening%20Questionnaire.docx)

[Appendix 2 - Entertainers and Activities in Health and Social Care](https://cumbria.sharepoint.com/sites/SupportatHome/Systems%20%20Development/Projects/Policy%20and%20Procedures%20Review%20WMF/Rebranded%20P&Ps/Appendices/Visitors%20Appendix%202%20Entertainers%20and%20Activities%20in%20Health%20and%20Social%20Care.docx)