



The priority across the adult social care sector is to keep those who are the most vulnerable to the impacts of the COVID19 virus safe and as protected from contracting the infection as it is practical and reasonable to do.

Compliance with the Health Protection (Coronavirus, Restrictions) (England) Regulations 2020 now allows for visits to be undertaken in care homes but these must be outdoors. There should be no more than 6\* people meeting together at a time, maintaining a minimum distance of 2 meters from those outside their own household. This will bring with it some significant challenges in maintaining the integrity of the infection control measures that are currently in place across care homes, which must remain to keep residents as safe as we can and keep the risk of the virus being transmitted within the care home as low as we can make it.

*\* The current position within East Riding Residential Care Facilities is that visits will be limited to 2 visitors at any one time.*

In advance of changes in visiting rules coming about, consideration must also be given to how visits within care home premises can be facilitated to ensure stringent practices can be implemented and managed effectively.

Staff who are working in care homes will follow strict guidance in order to minimise the risk of a COVID19 outbreak and to effectively manage the outbreak in homes where this has not proved possible.

These measures include strict personal hygiene, the wearing of Personal Protective Equipment (PPE), regular cleaning regimes across the home, cohorting staff and residents in order to minimise the risk of those with symptoms or a positive test result coming into contact with those who do not.

Staff must continue to control who they come into contact with both at work and at home in order to minimise the risk of becoming infected and this will need to continue for many months to come.

**Until the regulations change visitors are not permitted to enter the care home unless it is to see someone who is at the end of their life and only if it is safe for other residents or close family members to do so.**

In order to facilitate safe visits it is essential that the following areas are considered:

- Staff and residents contracting Covid from visitors.
- Visitors contracting Covid from staff and residents.
- Visitors contracting Covid from other visitors.
- Heightened risks to clinically vulnerable residents.
- Regulatory enforcement in relation to resident safety.
- Regulatory enforcement in relation to restricting visits.
- Scrutiny from commissioners, public health, and safeguarding.
- Embargos if there are new Covid cases or concerns about safety.
- Engaging with your local health protection team to check if there are added risks known to them.
- Discussing your plans with your insurance brokers and ensuring you have clarity as to the extent of your cover.
- Consulting with staff and considering any concerns raised.

Drafting a policy and procedure regarding visits is also essential and should consider:

- Preparing the environment, including cover for inclement weather.
- How visit times will be staggered (by appointment) to ensure social distancing is maintained, and that there are sufficient and appropriate staff available to facilitate meetings.
- Duration of visits.
- Cleaning the environment before and after each visit.

- Deployment of staff.
- Use of appropriate PPE by staff and visitors.
- Obtaining resident consent (or LPA / Deputy / best interest decisions as appropriate for those lacking capacity).
- Planning for each resident including risk assessments. Risk assessments should cover how the resident can safely access and meet visitors in the environment, and managing any particular challenges on ensuring that social distancing is maintained throughout the visits.
- Consideration of how shielded residents will be protected from the risks of visitors.
- How information about staff, residents and visitors relating to Covid will be processed
- Actively promoting contact through other means such as via telephone, skype etc to supplement visits in person.
- Drafting a visitors' agreement in which visitors agree to comply with the visiting policy, including infection control and declaring any symptoms or exposure to anyone with symptoms in the preceding 14 days.

(In East Riding of Yorkshire Council care homes) in order to ensure visits can take place safely the following safe system of work will be followed with visits being subject to cancellation (potentially at short notice) if the weather is inclement or one or more of the conditions is not met

## Facilitating Resident Visits in Residential Care Facilities Outside Spaces

These recommendations apply:

For visits undertaken utilising outside space with no more than 2 people meeting together at a time, maintaining a minimum distance of 2 meters from those outside their own household.

### Personal Protective Equipment (Staff):



Appropriate footwear



Gloves



Aprons



Fluid Repellent Surgical Mask

### Personal Protective Equipment (Visitor):



PPE is not ordinarily required where social distancing can be complied with and good hand hygiene can be maintained. There may be occasions where visitors are asked to wear PPE. This should be determined on a case by case basis.

### Preparing for a Visit:

- Ensure the residential facility is “healthy and well” and free from infection including Covid-19.
- Ensure staffing ratios will allow for a visit to be safely facilitated.
- Ensure necessary PPE is available.
- Ensure both visitors and residents are well and not known to be Covid positive
- Identify and risk assess a suitable outside space which will allow for adequate 2 meter social distancing and provide a comfortable, dry, warm and conducive setting for the visit to be undertaken. Where visitors or residents are unable to comply with 2 meter distancing, then a form of barrier will need to be provided or the visit will not take place
- Ensure that a visitor’s agreement is drafted and ready to complete/sign.
- Ensure that all visits have been pre-booked and agreed in advance.
- Ensure that visitors are aware of, and understand the safety and infection control measures that will be in place prior to the visit being undertaken.
- Specify the number of visitors prior to a visit taking place. Numbers will be restricted depending on the size of the area where the meeting is to take place but will not normally exceed two people per visit.
- Agree how and where visitors will be signed into the building prior to their visit being undertaken.

### Undertaking and Concluding the Visit:

- Ensure that the resident is well enough to be taken outside and that this is not likely to have an adverse health impact
- Ensure weather conditions allow for the visit to be undertaken without any detrimental effect to the resident or visitors.
- Check the area identified for the visit to take place to ensure it is safe and without risk in advance of the visit taking place.
- Disinfect any chairs or surfaces which could be touched prior to the visit taking place.
- Facilitate the visit in adherence with your infection control guidance and training and in accordance with the care plan.
- Ensure that staffing ratios are adequate and sustainable for the duration of the visit.
- Ensure that visitors are safely signed into the building and briefed as necessary.
- Ensure that visitors have signed the visitor agreement which will include agreeing to have no physical contact with staff or residents, reminding them that if the agreement is breached the visit will be terminated.

- Implement any necessary infection control precautions (gloves, , masks, aprons)
- Supervise both the resident and their visitors to the location where the visit will take place.
- Ensure that good hand hygiene is maintained and visitors wash and/or alcohol gel their hands.
- Remind everyone about social distancing and reinforce the need for no physical contact.
- Supervise the visit, wearing necessary PPE and observing good infection control practices.
- On conclusion of the visit ensure that visitors maintain social distancing, maintain good hand hygiene by washing their hands and/or using alcohol hand gel at the end of their visit and are signed out of the building and escorted off the premises.
- Ensure the resident is supported back into the home, ensuring hand hygiene and infection control protocols are followed.
- Disinfect any chairs or surfaces following the visit taking place.
- Staff must follow their safe systems of work particularly with regards to removal and disposal of PPE and ensuring that hand hygiene and infection control protocols are followed.

Potential Hazards and Injuries:	Do:	Don't:
<ul style="list-style-type: none"> <li>■ Spread of COVID- 19.</li> <li>■ Contact with bodily fluids &amp; droplets.</li> <li>■ Unpredictable behaviours leading to scratches and bites etc.</li> <li>■ Spread of infection due to poor practices.</li> <li>■ Challenging visitors.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Ensure the visit can be facilitated safely and without risk.</li> <li>✓ Complete visit agreements ensuring that both parties are happy with these.</li> <li>✓ Reinforce the need for good hygiene and infection control.</li> <li>✓ Ensure visitors and residents are supported and supervised thought the duration of the visit.</li> <li>✓ Terminate visits where the agreement is broken.</li> </ul>	<ul style="list-style-type: none"> <li>✗ Allow visits to be undertaken if all of the above cannot be achieved.</li> <li>✗ Allow visits to be undertaken if the weather or other conditions could be detrimental to the health of the resident.</li> <li>✗ Allow any physical contact.</li> </ul>

## Facilitating Resident Visits within Residential Care Facilities Internal Spaces

These recommendations apply:

For visits undertaken utilising a suitable space which can be accessed preferably internally by the resident and externally by the visitors with no more than 2 people meeting together at a time, maintaining a minimum distance of 2 meters from those outside their own household.

### Personal Protective Equipment (Staff & Visitors\*):



Appropriate footwear & shoe coverings



Gloves



Aprons



Fluid Repellent Surgical Mask

*PPE is required in addition to exercising social distancing and maintaining good hand hygiene. Visitors will be asked to wear PPE which will be provided by the care home to ensure it meets infection control standards.*

### Preparing for a Visit:

- Ensure the residential facility is “healthy and well” and free from infection including Covid-19.
- Ensure checks are in place to ensure the resident and visitor are ‘well’ also not known to be Covid positive
- Ensure staffing ratios will allow for a visit to be safely facilitated.
- Ensure necessary PPE is available.
- Identify a suitable space which can be accessed preferably internally by the resident and externally by the visitors. This will negate the need to have additional people accessing the main areas of the home. The space must allow for adequate 2 meter social distancing and provide a comfortable, warm and conducive setting for the visit to be undertaken. Where residents or visitors are unable to comply with 2 meter distancing, a Perspex screen may need to be installed to facilitate a safe visit.
- Ensure that a visitor’s agreement is drafted and ready to complete/sign.
- Ensure that all visits have been pre-booked and agreed in advance.
- Ensure that visitors are aware of, and understand the safety and infection control measures that will be in place prior to the visit being undertaken.
- Specify the number of visitors prior to a visit taking place. Numbers will be restricted depending on the size of the area where the meeting is to take place but will not normally exceed two people per visit.
- Agree how and where visitors will be signed into the building prior to their visit being undertaken.

### Undertaking and Concluding the Visit:

- Ensure that the resident is well enough to be taken to the visiting room and that this is not likely to have an adverse health impact
- Check the area identified for the visit to take place to ensure it is safe and without risk in advance of the visit taking place.
- Disinfect any chairs or surfaces which could be touched prior to the visit taking place.
- Facilitate the visit in adherence with your infection control guidance and training and in accordance with the care plan.
- Ensure that staffing ratios are adequate and sustainable for the duration of the visit.
- Ensure that visitors are safely signed into the building and briefed as necessary.
- Ensure that visitors have signed the visitor agreement which will include agreeing to have no physical contact with staff or residents, reminding them that if the agreement is breached the visit will be terminated.
- Implement any necessary infection control precautions (gloves, over shoes, masks, aprons)

- Supervise both the resident and their visitors to the location where the visit will take place.
- Ensure that good hand hygiene is maintained and visitors wash and/or alcohol gel their hands.
- Remind everyone about social distancing and reinforce the need for no physical contact
- Supervise the visit, wearing necessary PPE and observing good infection control practices.
- On conclusion of the visit ensure that visitors maintain social distancing, maintain good hand hygiene by washing their hands and/or using alcohol hand gel at the end of their visit and are signed out of the building and escorted off the premises.
- Ensure the resident is supported back into the home, ensuring hand hygiene and infection control protocols are followed.
- Disinfect any chairs or surfaces following the visit taking place.
- Staff must follow their safe systems of work particularly with regards to removal and disposal of PPE and ensuring that hand hygiene and infection control protocols are followed.

<p><b>Potential Hazards and Injuries:</b></p> <ul style="list-style-type: none"> <li>■ Spread of COVID- 19.</li> <li>■ Contact with bodily fluids &amp; droplets.</li> <li>■ Unpredictable behaviours leading to scratches and bites etc.</li> <li>■ Spread of infection due to poor practices.</li> <li>■ Challenging visitors.</li> </ul>	<p><b>Do:</b></p> <ul style="list-style-type: none"> <li>✓ Ensure the visit can be facilitated safely and without risk.</li> <li>✓ Complete visit agreements ensuring that both parties are happy with these.</li> <li>✓ Reinforce the need for good hygiene and infection control.</li> <li>✓ Ensure visitors and residents are supported and supervised thought the duration of the visit.</li> <li>✓ Terminate visits where the agreement is broken.</li> </ul>	<p><b>Don't:</b></p> <ul style="list-style-type: none"> <li>✗ Allow visits to be undertaken if all of the above cannot be achieved.</li> <li>✗ Allow any physical contact.</li> </ul>
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## Visiting Agreement for Facilitating Resident Visits to Residential Care Facilities

*A separate visiting agreement to be completed for each visitor*

This agreement confirms that \*(insert name of Residential Care Facility) is able to safely facilitate a visit between \*(insert name of resident) and \*(insert name of visitor)

I \*(insert name) as the manager of this residential facility confirm that:

- This residential facility is “healthy and well” and free from infection including Covid-19.
- This resident and visitor has not exhibited any symptoms of Covid-19 or been exposed to anyone with symptoms in the preceding 14 days.
- Adequate staffing is available to support a meaningful and well managed visit.
- Necessary Personal Protective Equipment is available where required to be worn by staff, residents and visitors.
- A safe designated visiting area has been identified and risk assessed to facilitate your visit.
- A member of staff has been designated to facilitate your visit.
- Your personal safety and that of the resident will be well managed for the duration of your visit.
- Toilet facilities may not be able to be provided to visitors particularly during periods of heightened risk.

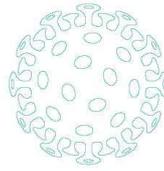
I \*(insert name of visitor) acknowledge and understand that there are certain requirements which must be adhered to for this visit to be facilitated safely. I conform that:

- I have not exhibited any symptoms of Covid-19 or been exposed to anyone with symptoms in the preceding 14 days.
- I will comply with all necessary infection control guidelines necessary to facilitate a safe visit.
- I will ensure that I use alcohol gel upon entry and leaving the residential facility.
- I will wear any necessary personal protective equipment as requested by the residential care facility.
- I will remain in the designated visit area and will not access other areas of the residential facility.
- I will not have any physical contact with any residents or staff during my visit.
- I will respect other residents and staff whilst conducting my visit.
- I will exercise and maintain two meter distancing at all times during my visit.
- I have been advised to wash my hands and clothes as soon as possible after undertaking the visit.
- I will report back to the residential facility manager should I become unwell with symptoms of Covid-19 within the proceeding 14 day period following my visit.

Managers Name	
Managers Signature	
Visitors Name	
Visitors Signature	
Date of Visit	



Public Health  
England



## COVID-19 Safe ways of working

# A visual guide to safe PPE

**General contact with confirmed or possible COVID-19 cases**

- Eye protection to be worn on risk assessment
- Fluid resistant surgical mask
- Disposable apron
- Gloves

**Aerosol Generating Procedures or High Risk Areas**

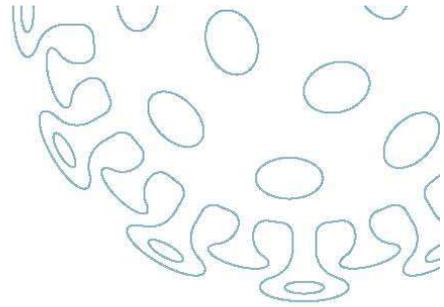
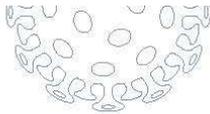
- Eye protection eye shield, goggles or visor
- Filtering facepiece respirator
- Long sleeved fluid repellent gown
- Gloves

**General instructions:**

- Clean your hands before and after patient contact and after removing some or all of your PPE
- Clean all the equipment that you are using according to local policies
- Use the appropriate PPE for the situation you are working in (General / AGPs or High Risk Areas)
- Take off your PPE safely
- Take breaks and hydrate yourself regularly

**For more information on infection prevention and control of COVID-19 please visit:**

[www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control](http://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control)



## How to work safely in care homes

# Putting on personal protective equipment (PPE)

### Before putting on your PPE:

- make sure you drink some fluids before putting on your PPE
- tie hair back
- remove jewellery
- check PPE in the correct size is available

- 1** Clean your hands using alcohol hand rub/gel or use soap and water.



- 2** Put on apron and tie at waist.



- 3** Put on facemask – position upper straps on the crown of your head, lower strap at nape of neck.



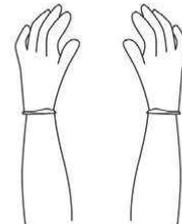
- 4** With both hands, mould the metal strap over the bridge of your nose.



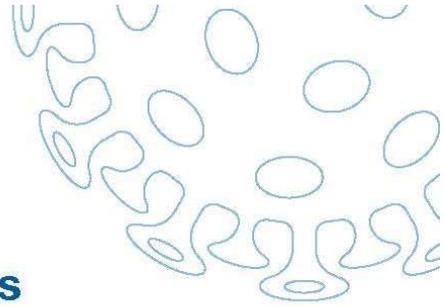
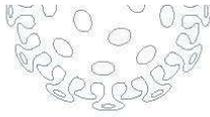
- 5** Don or put on your eye protection, if required due to the risk of splashing.



- 6** Put on gloves.



Please see the **Putting on and taking off PPE – a guide for care homes** video here:  
<https://youtu.be/ozY50PPmsvE>



## How to work safely in care homes

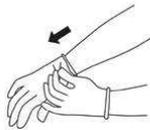
# Taking off personal protective equipment (PPE)

• PPE should be removed in an order that minimises the risk of self-contamination

• Gloves, aprons (and eye protection if used) should be taken off in the resident's room or cohort area

• This is the type of PPE is needed when providing personal care which requires you to be in direct contact with the resident(s) (e.g. touching) or within 2 metres of a resident who is coughing

**1** Remove gloves. Grasp the outside of glove with the opposite gloved hand; peel off.  
Hold the removed glove in the remaining gloved hand.



Slide the fingers of the un-gloved hand under the remaining glove at the wrist.

Peel the remaining glove off over the first glove and discard.



**2** Clean hands.



**3** Apron.

Unfasten or break apron ties at the neck and let the apron fold down on itself.



Break ties at waist and fold apron in on itself – do not touch the outside – **this will be contaminated.** Discard.



**4** Remove eye protection if worn due to risk of splashing.  
Use both hands to handle the straps by pulling away from face and discard or disinfect before using again.



**5** Clean hands.



**6** Remove your facemask once your care task is completed and before you take a break, eat a snack or change activities. Untie or break bottom ties, followed by top ties or elastic, and remove by handling the ties only because the front of the face mask may be contaminated. Lean forward slightly. Discard. **DO NOT** reuse once removed.



**7** Clean hands with soap and water.



Please see the guide and instruction video here:  
[www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes](http://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes)

