

Monday 8th March 2021

Care Home Visitor Guidance

The webinar will begin shortly



Contents

1. Explain the new visitor guidance released on the 4th March
2. Hertfordshire Home Closure Policy
3. Common Queries
4. Q&A

Guidance and Checklists

Website- www.hcpa.info/guideline/care-home-visitor-guidance

For the Full Government Guidance [Click here](#)

Hertfordshire Framework for Care Home Visits during COVID [Click here](#)

Checklists

- Residential care services visiting arrangements [click here](#)
- Resident visiting out to family home [click here](#)
- Care Home Lateral Flow Testing [click here](#)

Key Questions-

1. Have you updated your policies?
2. Have you created your visiting booking system?
3. Have you communicated to your visitors, residents and staff?

Single named visitor (indoor)

Number of visitors	PPE requirements	Testing requirements	Visits stopped
1 consistent	<p>Type II R masks, aprons and gloves always and following the home IPC measures, especially in hand hygiene. Visitor should wear eye protection if the resident is coughing.</p> <p>The home needs to ensure that the visitor has had appropriate training in safe donning and doffing in PPE, including disposal of PPE</p>	<p>Lateral flow test must be undertaken before each visit and must be negative If they test positive, the visitor must be given a confirmatory PCR test to take home, immediately be asked to go home and self-isolate.</p> <p>The area they have been in must be deep cleaned and the home should contact trace within the home for any potential contacts.</p>	Visits must be stopped if the conditions are met in the local guidance

Screened visits or outdoors

Number of visitors	PPE requirements	Testing requirements	Visits stopped
Visitor numbers should be limited where possible, with a maximum 2 visits per each time	Type IIR masks are required but please ensure infection control advice and social distancing is maintained.	No testing is required for these visits	Visits must be stopped if the conditions are met in the local guidance

Exceptional visits e.g end of life

Number of visitors	PPE requirements	Testing requirements	Visits stopped
This is based on the individual situation	Appropriate PPE for the type of visit	No testing is required However, the home may choose to use lateral flow testing if identified in their risk assessments	Visits should continue even if a home has an outbreak unless there are specific reasons

Essential “care giver”

Number of visitors	PPE requirements	Testing requirements	Visits stopped
1 consistent	<p>Same requirements as staff working within the care home</p> <p>The home needs to ensure that the visitor has had appropriate training in safe donning and doffing in PPE, including disposal of PPE</p>	<p>Take a rapid lateral flow test before every visit except in the circumstances outlined in the guidance. This must include a minimum of 2 tests a week: one rapid lateral flow test on the same day as the PCR test, and one rapid lateral flow test 3 to 4 days later. If the visitor is visiting less than twice a week, they will need to make arrangements with the care home to carry out the twice weekly testing. These rapid lateral flow tests must be done on site and visitors cannot self-test at home</p> <p>Take a weekly PCR test and share the result with the home. Care homes should use their existing PCR stocks to test these visitors and these should be registered as ‘staff’ tests using the care home unique organisation number (UON) and be returned via courier with other staff tests</p> <p>The “care giver” will be subject to additional testing in line with care home staff should the care home be engaged in rapid response daily testing or outbreak testing</p>	Visits should continue even if a home has an outbreak unless there are specific reasons

Professional Visit – *Regularly Tested*

This applies to health professionals (including mental health and therapists, ambulance), CQC and monitoring, Equipment deliverers and collection, social workers – who are part of their organisations regular testing programme

Number of visitors	PPE requirements	Testing requirements	Visits stopped
n/a	Appropriate PPE for this type of visit as per the homes request and national guidance	No testing is required as these individuals are under their own regular testing regime.	Visits can continue even if the home has an outbreak

Other Essential Visitors – not regularly tested

Number of visitors	PPE requirements	Testing requirements	Visits stopped
n/a	Appropriate PPE for this type of visit as per the homes request and national guidance	Speak to the individual to understand whether they are part of a regular testing programme If not, we would recommend they should have a lateral flow test unless in exceptional circumstances	Visits can continue even if the home has an outbreak, but this needs to be risk assessed by the home

Positive in the last 90 days

- Visitors who have recently tested positive for COVID-19 should not routinely be retested within 90 days. This means that some visitors will not need to be tested regularly because they will still fall into this 90-day window.
- These visitors **must show evidence of** the result of their positive PCR result to show that they are currently exempt from testing until the 90-day period is over.
- Once the 90-day period is over, visitors should then continue to be tested.
- They should still continue to follow all other relevant IPC measures throughout these 90 days, including social distancing, maintaining good hand hygiene and wearing PPE

Mental Capacity and Best Interest Decisions

When developing their visiting policies, providers should undertake individual risk assessments where necessary, to assess the rights and needs of individual residents, as well as any specific vulnerabilities which are outlined in the resident's care plan, and to consider the role that visiting can play in this.

When considering their visiting policy, staff will need to consider the legal, decision-making framework, offered by the MCA, individually for each of these residents and should not make blanket decisions for groups of people.

The circumstances that should be considered when making best interest decisions can be found here: <https://www.gov.uk/government/publications/coronavirus-covid-19-looking-after-people-who-lack-mental-capacity>

Individual home close to visits

- Where you cannot guarantee your infection control processes meet the standards on the checklist
- Where there are 2 or more symptomatic residents or staff, the home must close immediately, and a test must be completed.
 - The home can reopen once they have had no new cases for 28 days or if the symptomatic staff or residents are negative.
- Where there is an outbreak (2 or more linked cases), the care home should close to family and friends and other non-essential visitors with immediate effect. These actions are being taken to support the residents in your care and to ensure the safety of staff.
 - The home can reopen once they have had no new cases for 28 days or if the symptomatic staff or residents are negative.
- Where there is particular local intelligence that the prevalence of Covid19 has increased in a community, this will be communicated via email to the relevant care home(s) through the care home outbreak cell. You will be required to confirm receipt and additional phone calls may be made. Further communication will also be shared when it is possible for homes to reopen to external visitors.

Appeal Process

In some circumstances care homes may feel that they have assessed the risk to be manageable and therefore can safely open some or all of their home to non-essential visitors before the currently policy outlines.

In these cases, the home can appeal to open **some or all** of the home before the 28 days.

To do this, the home must complete the non-essential visitors appeals template and email Hertfordshire County Council using the email assistance@hcpa.info, outlining the risk assessment they have undertaken to reach this conclusion. The template will cover:

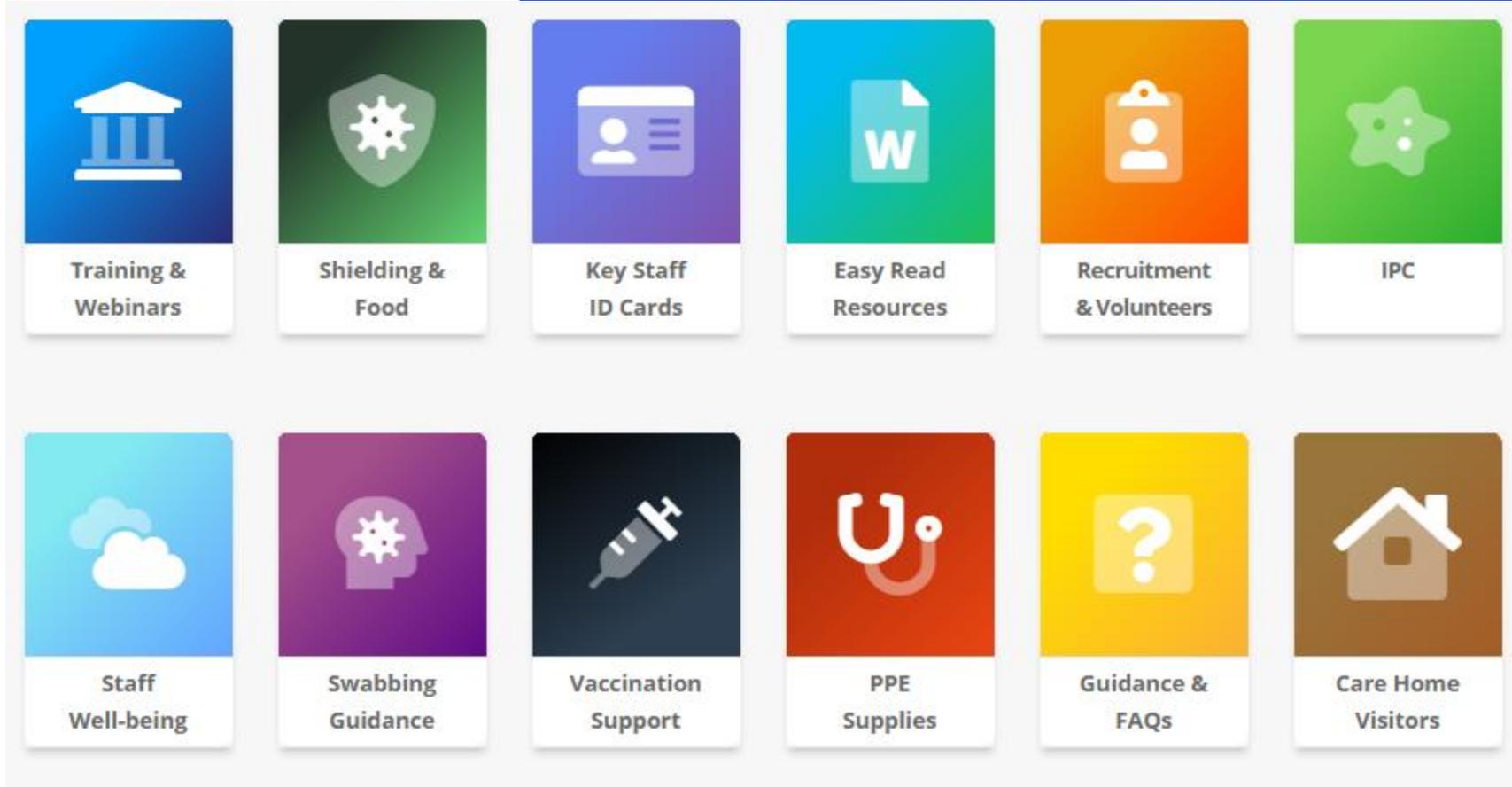
- Current position of the home in terms of the outbreak or Covid 19 status amongst staff and residents.
- A confirmation that the swabbing for all negative residents and staff has been undertaken at 4-7 days
- The visitor checklist – all completed, signed and dated

The council will come back to you within 3 working days with an answer

Mask Exemptions

- In exceptional circumstances, a very small number of residents may (by nature of their care needs) have great difficulty in accepting staff or visitors wearing masks or face coverings.
- The severity, intensity and/or frequency of the behaviours of concern may place them, visitors or the supporting staff at risk of harm.
- A comprehensive risk assessment for each of these people identifying the specific risks for them and others should be undertaken for the person's care, and this same risk assessment should be applied for people visiting the person.
- If visors or clear face coverings are available, they can be considered as part of the risk assessment. However, visors will not usually deliver the same protection from aerosol transmission as a close-fitting mask. Under no circumstances should this risk assessment be applied to a whole care setting.

Support COVID-19 pages managed on the HCPA website- www.hcpa.info/covid-19



Q&A

Provider Hub

Call 01707 708 108 (9am – 5pm | Mon – Fri)

Email assistance@hcpa.info

Visit- www.hcpa.info/covid-19

Sign up for the Daily HCPA newsletters

