

Top tips for implementing guidance on non-essential visitors

Important

- **Visitors should have minimal contact with Care Home staff (less than 15 minutes and at 2-metres).**
- **Conversations with Care Home staff can be arranged over the phone before or following an in-person visit**
- **Visitors should have no contact with other residents**

Hand hygiene

1. Visitors need to wash their hands in running water with soap or sanitise their hands with alcohol gel as they enter the care home and when they leave the Care Home.
2. Homes should supervise visitors cleaning their hands.
3. Homes should display hand hygiene posters as visual aids/prompts

PPE

1. Homes should provide surgical masks for visitors to wear.
2. Visitors should be reminded to wear surgical masks for the entirety of the visit, to reduce the risk from infection.
3. Homes should supervise visitors putting on masks and ensure they are worn correctly throughout the visit.
4. When visitors leave, Homes should ensure there is a bin near the exit so visitors can dispose of the mask safely

1. For indoor visits:

- a. Please use a room that can easily allow the resident and their visitor sit at least 2m apart
- b. Ensure that the room used is decluttered and easy to clean
- c. The resident should be in the room before the visitor comes into the room
- a. The visitor should wear a surgical mask provided by the Care Home. Where possible the resident should wear one too
- d. Please clean and disinfect all touch points in the room after each visit
- e. If the resident is unable to leave their room , the same measures should be followed as outlined above

2. For window visits

- a. Please make sure visitors keep to the 2-metres social distancing rule
- b. Resident and visitor should wear a surgical mask provided by the Care Home
- c. Please clean and disinfect the area, including the window frame, after each visit (inside and outside)

3. Gifts

If the visitor wants to drop off gifts, consider using a storeroom where they can be stored for 72 hours (as a precaution) before passing to the resident.