



Covid-19 Visitor Guidelines



Guidance for Visitors during Covid-19 Pandemic Visiting Restrictions

Introduction

During the Coronavirus outbreak, NG Healthcare has had to restrict visiting across our site.

This is to protect our residents, those important to them, our staff and our community from the spread of Coronavirus by coming into contact with people who may not have symptoms of it.

We know this is an extremely stressful time and we will do all that we can to support you, but it is very important that you read this leaflet carefully. It details everything you must do to keep yourself and others safe when visiting.

Thank you for taking the time to read and follow this guidance.

Visitors must NOT attend:

- **If they are Covid-19 positive.**
- **If they are isolating as a contact of someone who is Covid-19 positive.**
- **Been contacted by Test and Trace to say they are a contact of a Covid-19 patient and self-isolated for 10 days and have had no symptoms.**
- **If they have any symptoms of Covid-19.**
- **They are shielding due to anticipated surgery.**
- **If any local or national lockdown restrictions are in place that would not support in patient visiting**
- **If they are self-isolating following recent government travel guidance.**



COVID-19

Who can visit under these exceptional circumstances and how do I book a visit?

- Each family is to nominate 2 visitors per resident
- Only that person(s) is permitted to visit for the foreseeable future – this is not interchangeable between family members.
- Visits can be pre-booked by calling our main reception on 01782 644800 during Monday-Friday 10am to 3pm. No ad-hoc visiting is permitted and bookings cannot be made by calling our units.
- We have a limited number of slots for each unit and these will be allocated on a first come, first served basis.
- When you make a booking we will require the name of the nominated visitor and their contact details.
- Visiting times are:

Monday & Wednesday 11am to 6pm
Tuesday, Thursday & Friday 10am to 4pm
Saturday 10am to 2pm

- You are required to attend ½ hour before your allotted visiting slot in order for us to undertake a Lateral Flow Test as per Government requirements.
- Special arrangements can be made for residents who are end of life.



The following steps will need to be undertaken and approved when you arrive at reception and before your visit can commence:

- ✓ Temperature is taken and is not above 37.8C.
- ✓ You are not displaying any signs of being unwell.
- ✓ The Covid Visitor Disclaimer and Lateral Flow Test documentation has been read and signed.
- ✓ The questions asked by the receptionist have been approved.
- ✓ Negative Lateral Flow Test result.

The Visiting Process

- You must arrive at main reception ½ hour before your allotted visiting slot.
- Upon arrival the receptionist will take your temperature and ask you a series of questions.
- You will also be provided with a Covid Visitor Disclaimer and Lateral Flow Test Consent form which you will need to read, answer the questions asked and sign. You will not be able to enter the home for visiting without completing this documentation.

- The receptionist will undertake your Covid Lateral Flow Test (LFT) which is a simple test.
- The result of the test takes 20 minutes. You will be required to wait in reception whilst we await the test result.
- If your LFT test result is positive you will not be able to proceed with your visit and we will recommend you attend the local testing centre to receive a PCR test which is sent to a laboratory for testing and you will need to self- isolate until you receive that test result back.
- If your LFT test result is negative you will then move to the next stage of the process.
- All test results are provided to Public Health England.

- You will be required to wear full PPE which includes gloves, apron and face mask.
- You must sanitise your hands before you are taken to the resident you are visiting.
- A member of staff will come to reception to collect you and take you to the designated room where your visit will take place.
- During the visit you must maintain social distancing, no hugs or kisses, and ensure you keep your PPE on at all times.
- You should try and touch as little as possible in the visiting pod/room and you are unable to take anything into the pod/room including food, clothes, gifts etc for your relative.
- The visit will be limited to 45 minutes, no children under 16 or pets are permitted.
- At the end of your visit you must not return to reception. You must dispose of your PPE in the bins provided and you are then required to leave site.