

Milton House Responsible Visiting Rules

You will be aware that the coronavirus virus continues to have an impact within all communities, with some localised outbreaks in areas which we serve. In the face of new variants of the virus, we need to remain alert to ensure we protect those most at risk in care homes while ensuring indoor visits can go ahead. Although the variations in numbers has recently been reported we must always remain safe and vigilant.

Our residents, some of whom are still shielding, remain very vulnerable and we must continue to have strict rules in place for all visitors to our homes to reduce the risk of any outbreak.

We have now considered the most up to date guidance from 23 August 2021 for visiting at Care Homes and have adapted what is achievable for Milton House.

We have also created this guide to outline the steps we have taken to protect our residents and visitors during these challenging times.

We want to ensure that you and your loved one can enjoy the visit whilst keeping safe and respecting people's wishes. Please read the following Visiting Rules carefully before visiting:

All visits are now based on named visitors without limit to numbers, **all visitors do have to be named by the resident**. Milton House has considered this and will allow up to **TWO named family members or friends to visit in a single visiting slot** and this will take place in a dedicated area within the home, this is normally in the conservatory which allows for a well-ventilated space and a separate entrance and exit if required. Visits are also encouraged to take place outside on our patio, weather permitting. If the named visitor or visitors are unable to suddenly attend a replacement will not be allowed unless discussed and agreed with the home manager. Please note the home manager is **not on call 24 hrs a day 7 days a week**. Visitors may visit together or separately **in line with appointment availability**. To enable the visit to be as safe as possible you will have to comply with the following:

1. **It will be mandatory to undertake a Lateral Flow Test 30 minutes prior to your visiting start time.** PLEASE ENSURE THAT YOU ALLOW FOR THIS TIME WHEN ATTENDING. You will be asked to remain in your vehicle until the test is complete. This will be recorded on the national Test and Trace system.
2. You will have your temperature taken and recorded.
3. Wear the appropriate PPE supplied by Milton House **at all times**, you cannot use any other PPE.
4. Remain behind the screens unless you have arranged to hold hands prior to the visit in which case you must wear additional PPE (disposable apron and latex powder free gloves if you are allergic to latex you will not be able to hold hands). At the end of such a visit please ask the care staff to guide you through the correct process of removal of the PPE as they will dispose of it in line with our Infection Control Process.
5. **If you wish not to be seated behind our screen you must always remain at a distance of 2 meters and wear a face mask at all times. These visits must be prearranged.**
6. At no point during the visit must you hug or encourage any physical contact
7. Ideally, we would like visitors to have been vaccinated with the COVID – 19 vaccine. It would be appreciated if you could confirm this prior to arranging the visit as we can note this as part of any risk assessment and ongoing visiting. But we strongly recommend you have the vaccine when it is offered to you to help make visiting safer.

8. Visits may be policed by volunteers who are there to help but also to make sure all visitors comply with our visiting policy.
9. Visiting times will be a maximum of 45 minutes. This will be increased at a later stage when we feel it is appropriate. If you are late for your allotted slot unfortunately, we cannot extend your visit.
10. There will be a maximum of 3 visits per day when staff numbers allow.
11. We will be cleaning between visits so no visit will directly follow each other.
12. Visits will be pre-booked in advance with the Home by telephone ONLY to the nurse in charge for the day. These calls must only be made on a **Tuesday, Wednesday, and Friday between the hours of 9am and 3pm, this allows the Nursing and admin team to plan all visits.**
13. Only one visit is allowed in rotation for all residents to give the opportunity for all residents to enjoy a visit. No ad-hoc visits will be sanctioned.
14. You must wash or sanitise your hands before the start of your visit. The process must be repeated as you exit the home.
15. **No children from the age of 4 – 17 years of age are permitted to visit at this time. This is due to the recent rise in COVID cases amongst the younger population.**
16. No pets are allowed unless it is a service animal such as a guide or hearing dog.
17. You must not visit if you have been contacted by test and trace to advise that you have been in contact with an individual who has tested positive for covid-19 and need to isolate.
18. You must not visit if you have had **symptoms of COVID – 19 in the last 90 days.**
19. You must not visit if you have been **advised to isolate in the last 28 days** due to symptoms or a positive test. **After which you must discuss your intended visit** with the matron before arranging a visit.
20. Our toilet facilities will not be available during your visit however we will be considerate to visitors with certain medical conditions or if visitors have travelled a long distance from the Home.
21. We are not able to serve refreshments to you, but you may bring some light refreshments with you to drink but these must not be given to your family member.
22. You may wish to bring toiletries for your relative, but these must be placed into a plastic bag, left with care staff who will sanitise the items before going into the building. Flowers will not be accepted at this time.
23. Where residents are bed bound and a window visit is not possible a visit can be arranged directly with the manager with an individual risk assessment put into place. Full PPE would need to be worn at all times.
24. We encourage all visitors to travel directly to Milton House without stopping at any public places such as shops, supermarkets, and petrol stations, and not to use public transport to travel to the Home.
25. **We reserve the right to stop any visits where visitors are not adhering to safe practice.** We must also make you aware that your visit will be suspended immediately if residents become symptomatic or have a confirmed positive test result.
26. Should the Home have a confirmed outbreak we will notify you accordingly. This will mean that visiting to the Home will be suspended.
27. For relatives who wish to be with their loved one towards their end of life. This will be organized directly with the Home or Deputy Manager.
28. Outdoor visits will be allowed only if the forecast allows and maybe cancelled if we suddenly have a change in weather. The manager at Milton House will also consider additional visitors for OUTDOOR visits only on the basis that a safe distance is maintained

for safety. We MAY not be able to allow the visit to take place in doors if the visiting area within the Conservatory is already in use.

29. In line with guidance, we will also allow residents to visit family from Monday 17th May 2021 **BUT ONLY WHEN PRE-ARRANGED WITH Milton House at least 2 days prior**. This allows the planning of medication, important documents, which some residents may have to carry with them, and meal planning to take place. Family must still ensure that national guidance is followed such as social distancing and the wearing of appropriate PPE. **A maximum of 2 residents leaving Milton House will be allowed in anyone day.**

Tips for your visit.

Speak in a loud clear voice.

Use the tone of your voice and body language to convey meaning.

Use eye contact, we smile with our eyes – we have found that many residents know when we are smiling when we have masks on. Raising eyebrows or waving your hand so people know you are talking to them.

Wear clothing and hairstyles that maybe familiar to your loved one.

Talk about topics, memories and people that are familiar to you both. This will help you both to get used to the challenges of communicating whilst wearing a mask and being distanced.

Go with the flow: let minor misunderstandings go uncorrected if the meaning is intact: for example if you are telling a funny story about a friend named Kate and the resident mis hears it as Claire it might be best to not correct that and let the conversation flow if the meaning of the story is not changed.

Make sure you properly hydrate before the visit as masks can make you feel dehydrated.

Although the rules and setting might seem formal, we hope that you will soon get used to the unusual circumstances.

Enjoy your visit, we will support you to make your visit a positive one.

Management Team

At Milton House