

ABBOTSFORD CARE (GLENROTHES) LTD

COVID-19 Visiting Standard Operating Procedure

1.0 Purpose.

(a) The purpose of this Standard Operating Procedure (SOP) is to outline structures and processes that all Abbotsford Care homes must adopt to minimise the risks posed by COVID-19 from designated visitor visitations to the Care Home. By following these arrangements staff will ensure that resident care and safety is, as far as practically possible, not compromised.

2.0 Context Scope and responsibilities.

(a) **Context:** COVID – 19 is a virus that attacks the respiratory system. Whilst for many people it may cause a mild illness, for a small proportion, including older people it can lead to severe life threatening illness.

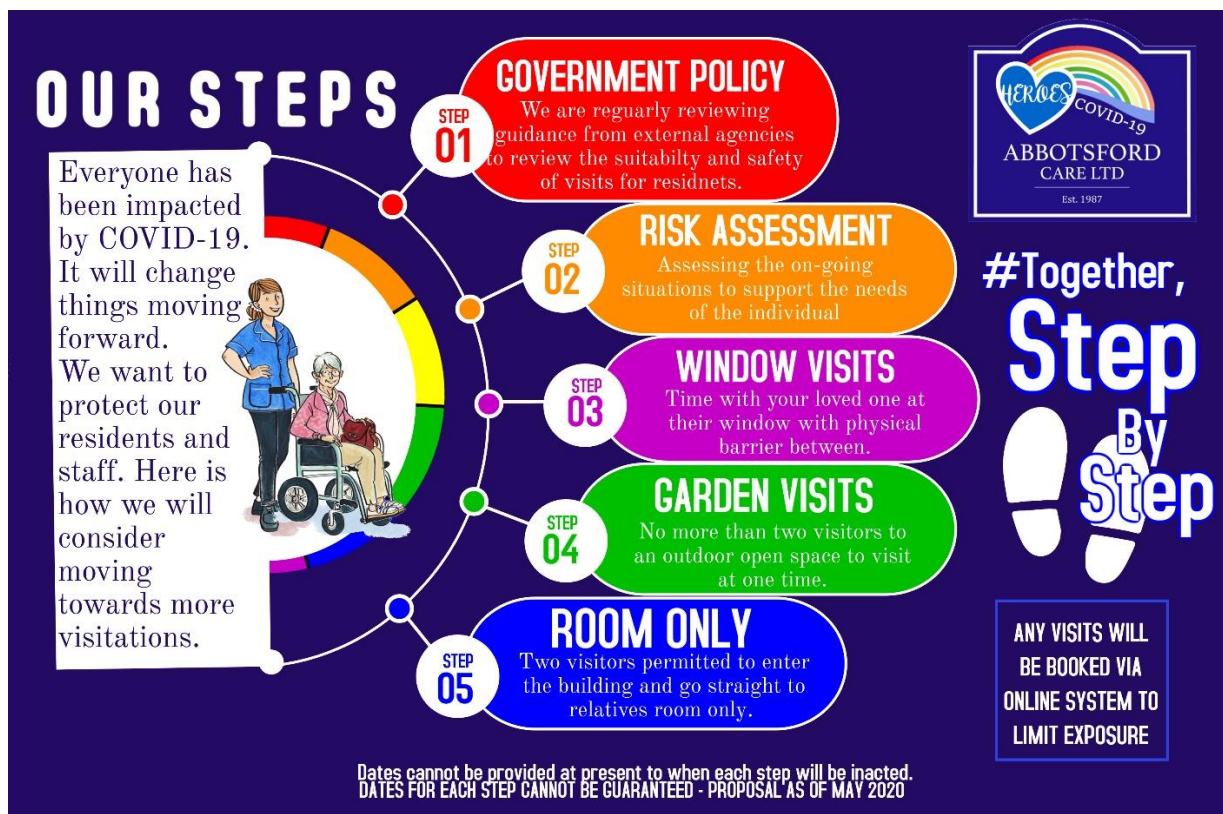
The spread of COVID – 19 has reached pandemic level and extraordinary measures, as outlined in this SOP are required to reduce the risk of residents and staff catching it.

Covid – 19 is spread in two principle ways:

- **Directly;** from close contact with an infected person (within 2 metres) where respiratory secretions can enter the eyes, mouth, nose or airways. This risk increases the longer someone has close contact with an infected person who has symptoms and or if high flow oxygen is being used.
- **Indirectly;** by touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching own mouth, nose, or eyes.

Visitation was ceased to all but essential visitors from 12th March 2020.

Abbotsford Care has developed a step-strategy for the return of visits in May 2020 which comprised of the following:



From July 3rd 2020 the Scottish Government has permitted visitation to begin to be phased back into the care home environment.

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This SOP has been developed by using the supporting guidance from NHS Fife, the Scottish Government and Health Protection Scotland (HPS)

(b) Scope. This SOP applies to all Abbotsford Care Homes it is supported by additional COVID-19 SOP, workforce plans and appendices as attached. This SOP should also be read in the context of core guidance documents which should be printed off and kept in Covid – 19 folders.

(c) Responsibilities. In summary:

- I. **Senior Management Team (SMT).** Collectively own this SOP and must ensure that it remains regularly updated and reviewed to reflect local and national best practice guidance.
- II. **Care Manager's.** Are responsible for reviewing and implementing this SOP in their Care Home. Implementation must include ensuring staff are aware of the relevant parts of this SOP as it impacts on their practice.

If a Care Manager is unsure of any part of this SOP and or how it should be implemented they should discuss this with the SMT.

Care Managers should be familiar with the supporting guidance and keep copies of this in Covid -19 folders.

- III. **Abbotsford Staff.** Are responsible for adhering to the information laid out in the SOP and applying it to their practice.

3.0 Care Home Practices.

Changes to standard practice for visiting are required to reduce risk of harm from Covid – 19 infection to residents and staff. This section outlines these changes. It is noted that as more is learnt about Covid – 19 and guidance from Scottish Government changes then practice will evolve to reflect this knowledge and subsequent changes to practice will be implemented.

This section will be regularly reviewed to keep pace with these changes.

3.1 Designated Visitors

All residents will be required to designate a relative who will be able to visit in the initial stages. The designated visitor will be documented in the residents care plan and the visit booking form

Where there are conflicts in the residents family about who the designated visitor is, it is the responsibility of the family to address this issue.

Abbotsford care will only allow one designated visitor for the resident.

3.2 Visiting Booking

All visits must be booked prior to the visit taking place. This arrangement is in place to ensure we reduce the number of people visiting the home, especially in the garden area, at any one time, to protect our residents and staff. A visiting booking form must be completed with full information and details of the individual attending the visit. Confirmations must be given about their own health to ensure they are not at risk of bringing infection into the care home environment. This reduces risk of someone who is asymptomatic inadvertently bringing the virus into the care home. Full terms and conditions of visits at detailed please see appendix for further details.

3.3 Timeslots

Visits will initially be for a period of no more than 30 minutes duration. The following this limit as this allows time to implement infection prevention and control processes to clean the visitor area thereby enabling other visitors to visit their loved ones safely.

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3.4 Enhanced Visiting Procedures.

Designator visitors will be required to ensure they follow the procedures below when they arrive for their visit.

1. Visitors must ensure they bring a face covering with them. If they don't have one, a mask will be supplied. If a mask is supplied, they are all single used items and must be disposed of in the bin provided.
2. Visitor must clean/rub your hands with alcohol-based gel, which will be provided.
3. You will be asked to sign that you have booking form and confirm you have read the terms and conditions.
4. You will again be asked clean/rub your hands with the alcohol gel.
5. You are asked to maintain a two-metre distance between you and your loved one. We fully understand this is difficult for both you and your loved one. However, it is a critical protective factor for you both, our staff and the wider community.
6. As you leave the garden area, please use the alcohol-based gel provided to clean/rub your hands.

If the visitor refuses / does not comply with the above noted steps they will be asked to leave the care home.

While many relatives will have used technology to keep in touch with their loved one, they haven't been face to face for a number of weeks. It will take time for them to adjust to the new requirements e.g. keeping a two-metre distance.

Staff will continue to ensure encourage and support residents to remind them that social distancing is for their own safety. Residents may have changed physically and mentally and it will take time for both to adjust. Visitors should be encouraged to discuss any concerns about this with staff.

Initially the guidelines permit each resident to have one Designated Visitor per week, in the garden area of the care home. This is a precautionary approach with the principle of protecting your loved one at its core. Should these guidelines change we will implement them.

4. Open Window Visits

Open Window Visits may be utilised following all the above actions however the resident would maintain inside the building. Windows are fully open and visitors must wear a mask and keep the 2 meters social distancing guidance in place.

5. Cancellation

Visits may be cancelled for the following reasons:

1. Spike in COVID within the community:

Cessation of visiting will take place if there is a spike in the virus or an outbreak in the care home.

2. Bad Weather

Visits will not take place outside should the weather be inappropriate to do so. These visits maybe altered to become open window visits.

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If cancellation is required as much notice as possible will be given to ensure alternative arrangement can be made. Any changes required Abbotsford will endeavour to keep relatives and staff informed of each change as it occurs and how it impacts on residents, relatives and staff.