



# Holbeach and East Elloe Hospital Trust

## Visiting Policy (Pandemic)

*Updated 19<sup>th</sup> July 2021*

Holbeach Hospital maintains the highest possible security of our premises to ensure that visitors are safe whilst on our premises. This is especially important during the current Pandemic when there is the additional threat of harm from Covid 19. In view of this, our usual 'free visiting' policy has had to be revised to reflect current safety measures as described by Government Guidelines. Certain restrictions are required to promote the safety of our residents, staff, visitors and visiting professionals. These restrictions will affect the number of visitors, where the visit can take place and how long a resident can spend with their named visitor. It also requires a level of Personal Protective Equipment (PPE) to be worn correctly and restricts physical contact. Visits are important and Holbeach Hospital will endeavour to be as flexible as possible within the current restrictions.

- All visitors are encouraged to have completed their Covid 19 Vaccination course.
- Each Resident can nominate an unlimited number of 'named' visitors. The named visitors will be required to book their indoor visit in advance and have evidence of a negative lateral flow test done on the day of the visit. The lateral flow test can either be done at home or at Holbeach Hospital's testing station sited in the old physiotherapy department. All visitor lateral flow tests are required to be registered by law using Holbeach Hospital's UON number. If the test is positive, then access will be declined. Named Visitors cannot visit during an Outbreak at Holbeach Hospital.
- Essential Care Givers are subject to the same testing routine as the care home staff. One PCR and lateral flow test on the same day (Tuesdays) followed by a further lateral flow test three days later. The testing routine will change if the home is following 'Outbreak' protocol, which you will be informed about at the time the Outbreak is declared. Essential Care Givers can continue to visit during outbreak but are encouraged to limit their visit, if possible, to once a day. Essential Care Givers are asked to let Holbeach Hospital know when they are going to visit but do not have to book a visit.
- Essential Care Givers and Named Visitors are asked to proceed directly to the resident's room on arrival and at the end of the visit. If assistance is required during the visit, please ring the call bell and wait for assistance. Please do not walk the corridors looking for the nurse or carers.
- All other social visitors will have to book a time of mutual convenience to visit to ensure that social distancing within the care home can be maintained, including booking a lateral flow test if required.
- To promote the safety of all at Holbeach Hospital, all visitors and staff alike are obliged to comply with the current PPE requirements. If the visitor or Essential Care Giver refuses to comply, they will be declined access or asked to leave the premises. If an

Essential Care Giver has specific requirements regarding PPE they must discuss and agree them with the Manager prior to the visit taking place.

- Current PPE guidance for all visitors remains unchanged. Mask, (provided by Holbeach Hospital), gloves and apron must be worn at all times during indoor visits. For PPE to be effective it must be worn correctly and put on and taken off following a specific order. There are diagrams at reception and at various points around the building to illustrate this order. If you are unsure, please ask staff for assistance. Visitors may wear their own masks entering and leaving the building before and after wearing the PPE supplied by Holbeach Hospital.
- For outside visits no masks are required if 2 metres social distancing is maintained. If you wish to have close contact with your loved one a mask must be worn by the visitor.
- Guidance regarding visits out of the hospital remains unchanged
- Pets can visit but must remain under control at all times.
- School aged children can visit accompanied by their parent/parents. Children under the age of 12 years will not be required to wear a mask but those aged 12 and over will and they will also be required to have a negative lateral flow test result for the day of the visit. Parents will be responsible for ensuring that the mask is correctly put on, worn, and disposed of at each visit. Children aged over the age of 16 years will be required to wear the same PPE as adult visitors. Children of any age will not be able to accompany an Essential Care Giver on a visit if the Care Home is in Outbreak.
- It is advised that hand holding, and hugging is kept to a minimum. When hugging please ensure masks are worn correctly by visitors, and faces are not directly facing each other.
- Additional family and friends who are not Named Visitors can still visit but these visits will be window visits (windows shut) or take place outside or using the shelters available. These outdoor visits will be suspended during periods of outbreak.
- Any gifts or items for Residents can be handed in at the front door in reception at any time, please ring the bell and wait for assistance. There is also a post box specifically for letters and cards for residents located by the front door accessible 24 hours per day.
- Visits will be limited to two people (not including Essential Care Givers or Children) at one time. Visits from Named Visitors, family and friends will be limited to one hour per visit. There isn't a limit to the number of visits in a day for each resident but as visits have to be booked to ensure that visitors do not gather at Reception the number may be limited from that perspective. Essential Care Giver visits do not take up visiting 'slots.'
- If a resident does not wish to receive the visitor for whatever reason, then the visitor will be asked to leave. In the case of a resident who lacks capacity, the decision regarding visits will have been made in their best interest.
- If a resident is described as End of Life by the qualified Staff at Holbeach Hospital, then they will be permitted to visit without booking but doing two lateral Flow tests per week 3 – 4 days apart. Holbeach Hospital asks that once relatives of the resident have visited and said their farewell that only the closest family continue to visit, two at a time. It is encouraged that this number is limited to reduce the traffic of people through the building as we are still in a Pandemic situation. Those visiting a resident entering their final days are still permitted to visit if Holbeach Hospital is in Outbreak.

- All visitors please be advised that the Family Room will not be available for refreshments. There is a designated toilet available for visitor use on the ground floor. Outdoor visitors may use the designated toilet in the Testing Station.
- All visitors are kindly asked to respect and adhere to this policy. It will be reviewed to reflect changes in Government Guidelines. If you wish to discuss the policy, please contact the Manager on 01406 422283 or email: [manager@holbeach-hospital.org.uk](mailto:manager@holbeach-hospital.org.uk)

M Winch - Manager