

## Visitors' Responsibilities

- Residents in St Luke's Home have a right to maintain meaningful relationships with people who are important to them and staff are obliged to manage risks associated with managing footfall.
- One "nominated support person model" or partner in care is insitu. Each resident should have the opportunity to identify one nominated person. One nominated person has daily access to the resident between 11am-7.45pm. **Mealtimes are protected. These times are 1200-130pm and 400-530pm.**
- An individualised visiting plan for each resident, as part of a resident's overall care plan is recommended as "providing a person-centred approach that takes into account of individual preferences and needs and balanced against the needs of everyone in the care home".
- **Visiting is no longer required to be book on the Altra App.**
- Visiting takes place 7 days per week, **up to minimum of 2 people at a time.** One child can also accompany these two persons. **Children must always be under the supervision of their parents/guardians** and never left on the grounds of St Luke's Home unaccompanied.
- It is asked that **visitors do not routinely attend before 11am** while morning care is being delivered or visit late at night unless this has been previously arranged with the unit.
- There is no requirement to limit the total number of different people who can visit a resident.
- Visiting should be managed **to avoid visitors congregating and interacting with other visitors or with residents other than the person they have come to visit and entry and exit points, in hallways and in communal areas.**
- Visitors are encouraged to use **hand hygiene facilities** as available when entering and exiting units and the building. Cough etiquette is also a prerequisite on visiting in the Home.
- Visitors must **complete a risk assessment** on entry to St Luke's Home. This includes a check for symptoms of Covid-19 and if they have been asked to self-isolate or restrict their movements for any reason.
- Visitors are required **to sign in** on entry to St Luke's Home (a regulatory requirement).
- Visitors are required **to wear a surgical mask when in the communal areas** in the Home(supplied by St Luke's).

- Visitors should **go directly to the resident's room or allocated visiting area** and not stop to speak with or drop in to see any other resident.
- **Visitors of multi-occupancy rooms** are asked to stay in the space assigned to the person they are visiting. While there will likely be greeting or conversation with other residents in the room, visitors should be asked to avoid entering space assigned to another resident.
- **The duration of the visit is not limited.**
- Regardless of vaccination status we ask that you continue to always wear your surgical mask, exceptions to this are if you can maintain a social distance while visiting your loved ones in the gardens.
- St Luke's Home is not responsible for verifying the vaccination status of the visitor.
- Visitors are not permitted to access kitchen areas/ dispensary or other staff only areas. Visitors are requested to comply with any request to leave the residents room to facilitate care.
- Visitors staying overnight must respect the needs of the residents on the unit to have a quiet environment after 9pm.
- Visitors are requested to consider other residents needs for rest and privacy.
- Visitors are advised to consult the food safety policy with nursing or catering staff before bringing in food such as cakes etc to the resident. Correct storage and labelling must be carried out in consultation with staff.
- **Visitors are asked to stay away if they might be an infection risk to others or if they feel unwell. Visitors must not attend if they have had vomiting/ diarrhoea /high temperature/cough/chestiness/sore throat or general malaise in the previous 48hours.**
- Some emergency visiting restrictions may be enforced if the Unit/ Home is experiencing an outbreak which needs containment. A resident has the right to decline visitors.
- A resident has the right to leave St Luke's Home if he/she wishes. They should be facilitated to return unless there is documented significant risk to the health and wellbeing of other residents and staff.

- If visitors are unsure about the arrangements for a particular resident, they should be encouraged to check with relevant family members prior to visiting or with the reception or nursing staff.
- Organised outings and visits to homes of families and friends are important for resident overall welfare. There is no requirement for the resident to limit their movements post a hospital appointment or an outing.
- If when you are visiting and you observe any unusual occurrence, please notify the nurse in charge.
- If when visiting you witness a resident fall, please do not attempt to assist the resident from the floor, alert staff for assistance.
- There is no restriction on gifts of goods or other items for visitors.
- Use of the resident's/visitors' bathroom facilities is not permitted. Visitors can use the public toilet on the main Hallway.
- The resident's right to decline a visitor shall be respected.
- Remote visiting (phone and video calls) is available.
- Visitors are requested to follow car parking regulations. Vehicles are parked at owners own risk.
- Visitors need to be responsible for the safety and security of their belongings.
- No photographs/moving images/ audio or video recordings will be taken of any person without their expressed permission.
- We welcome and encourage feedback, however, should you feel that your concerns are not being addressed there is a procedure for complaints in place in St Luke's Home and any grievances you may have should follow this route.