

Springfield House Nursing Home



Update to our visiting policy

The infection rate for Covid 19 has started to rise significantly in the last couple of weeks and new social distancing measures have been introduced by the government.

To further protect residents and staff from infection and keep the home free of Covid 19 we have decided to modify our visiting policy as follows;

(i.) The maximum number of visits by each resident's nominated visitor will be limited to two a week.

(ii) As we move into autumn, we expect the back of the conservatory to be used more frequently for visits of non-bedbound visitors. There may be a slight overlap when one visitor arrives and another leaves. The visiting area will be cleaned by our staff after each visit. To decrease the risk of cross infection, we would request that the arriving visitor waits under the gazebo in the back garden until their visit is ready to commence.

We would like to emphasise the following aspects of our visiting policy.

(i.) At the end of a visit to a bedbound resident you should ring the bell in the resident's room. Please wait for a member of staff to escort you out of the building. Please be patient as staff may be busy when you ring and do not wander around the building by yourself.

(ii.) Visits should be booked by phoning the home and speaking to a nurse who will be happy to agree a time and date for your visit. Please do not try and arrange a visit by e-mail.

(iii.) Window visits can take place between 2 pm and 5 pm. Please do not window visit during lunchtime as residents will be eating their lunch at this time.

Please find the updated policy below.

To minimise the risk of infection and to keep our residents and staff safe, please follow our policy before, during and after your visit.

General principles

- To visit a loved one at the home, please ring us and book an appointment. Ad hoc visits without an appointment will not be permitted.
- On the day of the visit please ring to confirm that the visit can still take place.
- Visits will take place between 2 pm and 5 pm.
- Each visit will have a maximum duration of 30 minutes.
- Each resident will have one nominated visitor. This visitor should be an immediate relative (wife, son etc.) and is the only visitor that can visit the resident. This is to limit

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the overall numbers of visitors to the home and the consequent risk of infection.

- Nominated visitors can visit a resident twice week.
- At any one time there can be;
 - a maximum of two visitors inside the home for bedbound residents.
 - a maximum of one visitor in the conservatory or the back garden for non-bedbound residents.
- In line with test and trace guidance, we will maintain a record of any visitors to Springfield, including telephone numbers and addresses.
- Initially we will welcome only adult visitors (aged 16 and above).
- Visitors should have no contact with other residents and minimum contact with care home staff. Conversations about residents with Marie, nurses or carers should be made over the phone or in the car park following the home visit.
- Visitors should use their own transport or walk to the home. Use of public transport should be avoided where possible.
- No pets will be allowed. Food and drink will be allowed but must be sanitised and wiped down prior to the visit.
- Gifts, phones/iPads will be permitted but will need to be sanitised on entry.
- Please treat staff with respect and courtesy and follow their instructions regarding the visitor policy.
- There are special arrangements for visiting if a resident is in their final days.
- We reserve the right to suspend visits if there is a suspected or confirmed outbreak of Covid 19 at the home or if Public Health England or Surrey Heartlands CCG impose additional restrictions as a result of increased Covid 19 in the local area.

Protocol for visiting non bedbound residents.

- Visits will take place either in the back garden or at the back of the conservatory. Please ring the front doorbell. Your temperature will be checked, a mask issued and a declaration signed. You will then enter the home through the back gate into the back garden. Your temperature will be checked. Visitors with elevated temperatures cannot

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enter the garden. If you visit is in the conservatory, please wait under the gazebo in the back garden until the visiting area has been cleaned and made ready for your visit.

- Face masks, provided by the home, must be worn.
- Hand sanitiser must be used. Coughs and sneezes must be caught in tissues and hands must be cleaned after the disposal of any tissue.
- A declaration must be signed before entering. The declaration will state that the visitor;
 - has not tested positive for Covid 19 in the last 7 days.
 - is not in quarantine for Covid 19.
 - has not been in contact in the last 14 days with anyone with Covid 19 symptoms or somebody with confirmed Covid 19.
 - has not been feeling unwell recently.
 - does have a new continuous cough.
 - has not experienced the loss of or change in the normal sense of taste or smell.
 - does not have a high temperature.
- Two metres of social distancing must be maintained between each visitor and resident. There must be no physical contact.

Protocols for visiting bedbound residents.

- Visits will take place in the resident's room.
- Your temperature will be checked. Visitors with elevated temperatures cannot enter the garden.
- Visitors will be shown by staff to the resident's room. At the end of visit please ring the bell and wait for a member of staff to escort you out of the building.
- In addition to masks, gloves and an apron must be worn. PPE to be provided by us.
- Hand sanitiser must be used. Coughs and sneezes must be caught in tissues and hands must be cleaned after the disposal of any tissue.
- A declaration must be signed before entering. The declaration will state that the visitor;
 - has not tested positive for Covid 19 in the last 7 days.

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- is not in quarantine for Covid 19.
 - has not been in contact in the last 14 days with anyone with Covid 19 symptoms or somebody with confirmed Covid 19.
 - has not been feeling unwell recently.
 - does have a new continuous cough.
 - has not experienced the loss of or change in the normal sense of taste or smell.
 - does not have a high temperature.
- Two metres of social distancing must be maintained between each visitor and resident. There must be no physical contact.
 - Other areas of the home must not be accessed.

Advice for visiting

- When communicating with your loved one with a face mask.
 - Speak loudly and clearly.
 - Keep eye contact.
 - Wear clothes that a resident is more likely to recognise.

We continue to count on your continuing support and hard work to keep Springfield free of Covid 19.

A handwritten signature in blue ink that reads "J Fothergill".

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James Fothergill

29/9/2020