

Springfield House Nursing Home visiting policy.



The policy is in line with updated government guidance dated 4th April 2023.

To minimise the risk of infection and to keep our residents and staff safe, please follow this updated policy.

General principles

- Contact with relatives and friends is fundamental to our residents' health and wellbeing. Normally there are no restrictions to visits into or out of Springfield House. The right to private and family life is a human right protected in law (Article 8 of the European Convention on Human Rights).
- Vaccination is one of our best defences to combat infection. We still strongly encourage all our visitors to be vaccinated against Covid 19 and to have boosters as soon as they become available. This is more important than ever given the emergence of new variants.
- Visitors should not visit the home if they have tested positive for Covid 19 or have Covid 19 like symptoms. In these cases, please contact us and we will tell you when it is safe to visit again.
- Visitors should not enter Springfield if they are feeling unwell, even if they have tested negative for COVID-19 and are fully vaccinated and have received their booster(s). Transmissible viruses such as flu, respiratory syncytial virus (RSV) and norovirus can be just as dangerous to our residents as COVID-19. If visitors have any symptoms that suggest other transmissible viruses and infections, such as a cough, a high temperature, diarrhoea or vomiting, they should avoid coming to the home until at least 5 days after they feel better.
- Visitors are advised against visiting the home if they have been in close contact with somebody with COVID-19.
- Face masks. Are not normally obligatory, although can be worn on a voluntary basis. They are required under the following circumstances.
 - a resident is suspected or confirmed to have COVID-19.
 - a resident would like a visitor to wear a mask.

A) Visits to the home

- Visits can take place between 11 am and 6 pm. We would ask you to avoid visiting between 12 pm and 2pm as this is when residents have their lunch.
- Under normal circumstances no testing is required before visiting the home. If you feel unwell or have covid 19 like symptoms, we ask you not to visit. If you are unsure, please take a lateral flow test just to be sure.
- Visiting spaces need to have good ventilation. Where possible and depending on weather conditions, windows will be kept open in either the conservatory or a resident's bedroom.
- We would encourage visiting to take place outside in the garden, weather permitting.

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- There are special arrangements for visiting if a resident is in their final days. Visitors will be allowed outside normal visiting hours. Please speak to Marie and Dani to arrange.

b) Visits outside the home

- Opportunities for residents to make visits outside the home are an important part of Springfield House life.
- Please inform us in good time if you plan to take your loved one out of the home for an outside visit, so as to allow us time to arrange everything.

c) Covid 19 outbreak

- If an outbreak of Covid 19 is declared, we are obliged to carry out a risk assessment to see what outbreak management measures will be needed.

-This may lead to a temporary reduction of visiting until the outbreak is brought under control.

-each resident will be able to have one visitor at a time inside the care home. This visitor does not need to be the same person throughout the outbreak. They do not need to be a family member and could be a volunteer or befriender. Additionally, end-of-life visiting will be supported in all circumstances.

-Visitors may be asked to wear face masks.

-We will also consider the use of other methods to maintain contact between residents and their loved ones including.

- visits in well-ventilated spaces or from behind windows.
- telephone calls.
- video calls.

-Outbreak restrictions may be in place for different lengths of time, depending on the characteristics of the outbreak and the results of outbreak testing. We will be guided by advice from local health authorities.

d) Other

- A copy of this policy is available to be read by visitors on their arrival.
- We reserve the right to alter our visiting policy if;

-There is a suspected or confirmed outbreak of Covid 19 at the home.

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- Surrey CC or Surrey Heartlands ICB impose additional restrictions.
- There is a change in national guidance.

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Marie Buys

A handwritten signature in blue ink, appearing to be 'J. Fothergill', located on the right side of the page.

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James Fothergill

21/04/2023