

Action Card - Visitors to Care Homes

Visitor Responsibilities to Ensure Safe Indoor Visiting to Care Homes in Support of People Living and Working in them

Version 1 (published April 2021)

- You must not come to a care home if you are symptomatic, have tested positive, awaiting a test result or are a close or household contact of a positive case of COVID-19. You should be following the Welsh Government self-isolation guidance.
- When booking your visit with the care home, you should confirm the number of visitors permitted to attend including children, based on the current Welsh Government guidance.
- Please understand and respect the environment in which the care home is working. In order to protect everyone living in and working in the home:
 - The care home will have changed from pre Covid days so tolerance and patience is requested whilst staff ensure compliance with Welsh Government visitor guidance.
 - You can expect staff to be wearing PPE (personal protective equipment).
 - Staff will be doing all they can to keep you and your loved one safe and it's important that you work with them to minimise risks.
- You will be required to take a test for COVID-19 (using a lateral flow test). This is an extra way to reduce the risk of spreading COVID-19 as it checks whether someone is infectious at the time of the test. The test takes approximately 30 minutes to be processed, and you will be asked to wait outside the care home while the results comes back. **Unfortunately, if the test is positive you won't be able to proceed with your visit.**
- If your test is negative you can go ahead with the visit ensuring you comply with all requirements necessary to minimise risks of spreading COVID-19. This includes:
 - Wearing face coverings or PPE provided by the care home.
 - Using hand sanitisers and hand washing facilities regularly.
 - Maintaining social distancing where possible.
 - Avoiding physical contact, for example hugs and kisses. However, hand holding without gloves may be allowed as long as you perform hand hygiene before and after any contact with your loved one and their environment, and adhere to instructions given.
 - If you have any issues or concerns relating to these requirements, please discuss with the care home.
- It is important to appreciate that people's needs may have changed during the pandemic, and you may need to give time for your relative or loved one to adjust to having visitors again. If you have any concerns, please speak to a member of staff.
- If you become unwell with any symptoms of COVID-19 at any point before or after your visit, please stay at home and organise a test. You must let the care home know as soon as possible that you have developed symptoms, and when you receive the result of your test.

Links to key guidance:

CIW – Information for family and social visits to Care Homes:

www.careinspectorate.wales/sites/default/files/2021-02/210203-Visits-to-care-homes-guidance-en.pdf

Welsh Government – Visits to care homes guidance: gov.wales/visits-care-homes-guidance-providers-html

