

Lambton House Limited

Relative Visiting Policy

(Based on current government guidance)

Updated December 14th, 2021

In December 2020 our maintenance team created a dedicated Visitor Room with new French Doors offering direct access from the main car park.

This now gives visitors access to hand washing facilities(en-suite) within the visitor room.

The visitor's room is heated but windows will be left open for ventilation.

Our designated visitor room allows families to visit their loved ones in a safe sanitized room without the need to enter the main home, therefore minimizing crossover with staff and other residents in corridors, stairwells, lifts and communal areas.

Lambton House has developed individual risk assessments that assess how we can best manage visits safely, considering:

- the needs of individual residents and visitors
- residents' rights to visits and the important role visitors play in residents' wellbeing
- what is possible within the layout and facilities within Lambton to ensure that mixing between visitors, staff and other residents is limited as much as possible
- where and how visitors might be received on arrival at the home to avoid mixing with other visitors, staff, or residents
- the precautions that will be taken to prevent infection during visits (including PPE use, ventilation, limiting close contact and hand washing)

Designated visitor room visits

Every Lambton resident can nominate up to 3 visitors who will be able to enter the care home for regular visits (this number does not include essential care givers or preschool age children)

Visits will be by appointment only and must be pre-booked in visiting diary.

Ring main number 0191 3855768 to book all Visits.

LFD tests are required with negative results for each visit, so you should arrive 20 minutes early to allow time to take and see results of a Lateral Flow Test if taking a test on site.

Alternatively, you may take a test at home and provide date stamped evidence upon arrival prior to your visit.

Please complete the visitor questionnaire fully and take/ record your head temperature on this form.

Face masks should be worn indoors. (Please provide a copy of a medical exemption certificate from your GP if you cannot wear a mask)

We will provide all PPE and on site LFD tests.

Essential caregivers

Residents may have 1 identified essential care giver (in addition to their named visitors) who may visit the home to offer companionship or help with care needs – essential care givers can visit inside the care home even during periods of outbreak affecting the care home

Essential care givers will need to follow the following testing arrangements. Essential care givers must:

- take a weekly PCR test and share the result with Lambton House. Lambton will use existing PCR stocks to test essential care givers, and these should be registered as 'staff' tests using the care home unique organization number (UON) and be returned via courier with other staff tests
- take a minimum of 3 lateral flow tests a week: one lateral flow test on the same day as a PCR test.
- Tuesdays LFD, Friday LFD & PCR, Sunday LFD.
- These rapid lateral flow tests can be done onsite, at an asymptomatic testing site (ATS) or at home. These tests should be reported as 'visitor' using the care home UON
- in line with Lambton House staff, be subject to additional testing should the care home be engaged in rapid response daily testing or outbreak testing. If this includes lateral flow tests, these can be done at home. This testing must be conducted in accordance with the guidance for care home staff.

External Visits (taking resident off premises)

LFD tests are required, so you should arrive 20 minutes early to allow time to take and see results of a Lateral Flow Test if taking a test on site. All relevant PPE will be provided. Alternatively, you may take a test at home and provide a date stamped evidence upon arrival prior to your visit.

- residents are supported to undertake visits out of the care home as appropriate:
 - residents who have received at least 2 doses of the vaccine, or are exempt from vaccination, should not have to isolate following most visits out of the care home if they follow the correct testing regime
 - residents who have not received at least 2 doses of the vaccine, and are not exempt from vaccination, should isolate for 14 days following a visit out
- all residents should isolate following an emergency stay in hospital, if they test positive for COVID-19 or following a visit that has been deemed high-risk following an individual risk assessment by Lambton House.

To minimize crossover of people on site, external visit times (taking residents off premises) should be agreed and arranged with Lambton House Management and Senior Care team. Please arrive approximately 20 minutes early to take an LFD test if taking it on site.

When returning with residents, please consider our mealtimes are generally 12pm and 4pm

Relatives

Before visiting:

- Must prebook a visit and have the visit time approved by a member of staff
- Tel. 0191 3855768
- If you are feeling unwell, please do not attend the visit
- Do not visit if you have been unwell or in direct contact with someone who has been unwell in the last 14 days.
- If you are unable to attend, please let us know a minimum of 1 hour prior to the visit

On arrival and during the visit:

- Please go to visitor room entrance in Lambton House car park and enter 20 minutes prior to visiting slot booked if you are LFD testing on site.
- Please complete the visitor questionnaire and evidence your test results if you have tested at home same day prior to visit.
- Please wash your hands in the en-suite within the visitor's room.
- An LFD test kit will be provided. Follow instructions and take test.
- If your test returns positive leave the premises immediately.
- If your test returns "no result" you may have an unscreened visit subject to an acceptable forehead temperature check. (37.6 degrees or below)"
- If your test returns negative your visit may continue.
- You should wear a mask for visitor room visits. (Please provide an exemption certificate if you cannot wear a mask)
- Also apply gloves, and Apron if you would like a close contact visit.
- Your Close Contact visit may be supervised with a member of Lambton Care Team
- There is a wall mounted nurse call station situated in visitor room, from which you can call a member of staff in case of emergencies during visit.

After the visit

- Once your visit has ended you should dispose of PPE in yellow clinical waste bin provided and leave the visitor room.
- The resident will be escorted back into the home.
- The visitor room will be cleaned and sanitized ready for next visitor.

Our visitor policy is based on advice given in latest government guidance.

We monitor this guidance and updates on a regular basis.

Our visitor policy may be amended accordingly as government guidance changes.

We apologize for any inconvenience caused but hope you will appreciate that safety of residents, staff and visitors is always paramount. We appreciate your cooperation and understanding.

Note

In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within the home all visits will be suspended following Public Health Guidance.



Essential caregiver visits will continue.