

---

# **Visitors Policy.**

---

**Summerville  
Healthcare.**

---

---

Procedure Title:		Visiting Policy	
Procedure No:			Rev Level: Feb 2024 (16)
Written By :	CLA Nursing Home Solutions	Date	Feb 2024
Approved By	Caroline Thomas	Commence	Feb 2024
Next Review Date:	Feb 2027	Review By:	Caroline Thomas

Date	Rev Level	Revision Description	Page
01/12/2013	July 2013 (1)	Original	
01/01/2016	Jan 2016 (2)	HIQA Standards 16/ Update	Throughout
25/05/2018	May 2018 (3)	GDPR	
20/04/2020	April 2020(4)	COVID -19	Throughout
15/06/2020	June 2020(5)	COVID-19 Guidance on visitations to Residential Care Facilities	Page 7
21-07-2020	July 2020 (6) V1.1	COVID-19 Guidance on visitations to Residential Care Facilities	
24-08-2020	August 2020(7)V1.2	COVID-19 Guidance on visitations to Residential Care Facilities	
04/05/2021	May 2021 (8)	COVID-19 Guidance on visitations to Residential Care Facilities	Page 9
17/07/2021	July 2021 (9)	COVID-19: Normalizing Visiting in Long Term Residential Care Facilities (LTRCFs) V 1.0 09.07.2021 (For implementation July 19 th 2021)	Throughout
15/11/2021	Nov 2021 (10)	New requirement Visitors must produce COVID CERT and ID	Page 10
14/02/2022	Feb 2022 (11)	REVIEWED	Throughout
20/07/2022	July 2022 (12)	REVIEWED Inclusion of principles to support access and visiting to RCF, as the standalone guidance documents on access and visiting has been retired	Throughout
07/09/2022	September 2022 (13)	Reviewed	Throughout
01/01/2023	Jan 2023 (14)	Reviewed	Throughout
19/04/2023	April 2023 (15)	Removal of universal use of masks for healthcare workers outside of periods of high levels of community transmission	Page 7
21/02/2024	Feb 2024 (16)	Reviewed	Throughout

**POLICY STATEMENT.**

At Summerville Healthcare we recognize the importance of visiting to promote the quality of life and well-being for all our residents. It is therefore, our policy to encourage and support visiting that promotes the health, safety and well-being of residents, staff and visitors.

**PURPOSE.**

To outline the arrangements in place to support visiting for residents that promotes the health, safety and welfare of residents, staff, and visitors to Summerville Healthcare.

**OBJECTIVES.**

To encourage and support residents in receiving visitors.

To ensure the health, safety and welfare of residents, staff and visitors.

**SCOPE.**

The policy applies to all residents, staff and visitors.

## **ROLES & RESPONSIBILITY**

The Person in Charge will ensure that in so far as is reasonably practicable, visits are not restricted, unless such a visit would, in the opinion of the Person in Charge, pose a risk to the resident concerned or to another resident, or the resident concerned has requested the restriction of visits

It is at the discretion of the Person in Charge/ Nurse-in-charge to impose restrictions on visiting should the need arise or when requested by the resident.

### **General Guidance Applicable to Indoor Visiting**

We will provide information on access that is clear, up to date and consistent across website, leaflets and when talking to staff and residents. This will make it clear how access is facilitated, any limitations that apply, the reasons for those limitations and the expected duration of limitations.

Residents and others will be provided with a clearly defined pathway to appeal against limitations on access that they consider as being unreasonable. This will be through our complaints / concern process.

Other than a resident transferring or returning to a Home, no one should access a Home who has symptoms of COVID-19 or other communicable infectious disease. Very rare exceptions to this may need to be considered on compassionate grounds. In that case, careful risk assessment and planning is required.

Residents have a right to maintain meaningful relationships with people who are important to them. Visiting is an essential part of that right.

If visitors interfere with the safe management of the Home or compromise the working environment for the staff (inappropriate behavior), the Person in Charge / nurse on duty will advise the visitors that restrictions may be imposed.

These restrictions will be reviewed at planned intervals and if the expected behavior is maintained, restrictions may be lifted.

If the inappropriate behaviors continue, visitation rights will be removed completely.

Inappropriate behavior's constitute: verbal or physical aggression, persistent manipulation of staff's time, interfering with the privacy and dignity of any resident, impeding planned nursing care, interfering with other resident's care, harassment, bullying, intimidation and incivility may result in a visitor being asked to vacate the premises.

### **VISITORS' RESPONSIBILITIES:**

Visitors are encouraged to use hand hygiene facilities as available when entering and exiting.

Visitors are requested to consider other residents needs for rest and privacy.

Children must be under the control/ supervision of their parents/ guardians at all times and that they are never left on the Home grounds unaccompanied.

Visitors are encouraged to respect protected mealtimes where in place.

Visitors are advised to consult Person in Charge before bringing in cakes etc. to the resident.

Visitors are not permitted to heat food.

Visitors are asked to stay away if they might be an infection risk to others or if they feel unwell.

Visitors are asked to stay away if they have COVID – 19 , symptoms of COVID – 19 or any other infection , including a cold or flu , a stomach bug (gastroenteritis) – symptoms include diarrhea and vomiting.

Visitors must not attend the Home if they have had vomiting/ diarrhoea in the previous 48 hours. Some emergency visiting restrictions may be enforced if the Home is experiencing an outbreak which needs containment.

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 your feedback, however should you feel that your concerns are not being addressed there is a procedure for complaints in place and any grievances you may have should follow this route.

Residents have the right to have or refuse visitors and to leave the Home.

We will ensure that there is sufficient staff on duty at key times to support visiting.

Prospective visitors must undertake to co-operate fully with measures required to ensure that visiting represents the lowest possible risk to all residents and staff.

We may be obliged to refuse entry to a prospective visitor if the person is unwilling or unable to comply with reasonable measures to protect all residents and staff or if the person has not complied with reasonable measures during a previous visit. The reasons for any refusal of entry of a visitor will be clearly explained.

Restrictions on visiting and the loss of “meaningful contact” are of themselves a cause of harm to residents, their friends and families.

We will engage with residents, involve them in decision making and communicate clearly with each resident and relevant others regarding visiting policy, including any restrictions.

### **COVID – 19 OUTBREAK**

Even if there is an outbreak, residents should be able to see their nominated support person or other visitors as long as they understand that there is a risk they might pick up an infection.

### **INFECTION CONTROL PRECAUTIONS.**

We ask that visitors comply with the following infection control precautions:

- Clean hands on entering and leaving the home using the hand hygiene facilities provided.
- Avoid visiting the home where the visitor has any signs of flu, vomiting and/or diarrhoea or other infections, because of the risk of introducing infection to the home.
- Check with the nurse on duty prior to a planned visit if unsure about signs or symptoms of infection.
- Use only designated visitors' toilet facilities.
- Refrain from touching dressings or catheters.

Comply with any additional requests or measures that may be in place from time to time regarding infection control in the home.

### **PRIVACY AND CONFIDENTIALITY.**

We ask that all visitors:

- Respect the privacy of other residents in the home.
- Maintain confidentiality where they may see or hear things of a private and confidential nature.
- Do not enter the bedroom of any other resident.

### **ACCIDENTAL INJURY TO A VISITOR WHILE IN THE HOME.**

In the event of an accidental injury of a visitor to our Home, staff should follow the procedures outlined in the risk management policy and health and safety statement.

### **BEHAVIOUR.**

We will not tolerate any form of aggression, violence or harassment towards residents, staff or other visitors. Any visitor who displays any of these towards any person in the home will be asked to leave the premises.

### **COMPLAINTS AND CONCERNS.**

We welcome comments and complaints as a means of enabling us to continuously improve the quality of our care and services. A copy of our complaints' procedure is displayed at our entrance.



## **References.**

1. Health Act 2007 (Care and Welfare of Residents In Designated Centres For Older People) Regulations 2013
2. The Health Information and Quality Authority, (2016) National Standards for Residential Care Settings for Older People in Ireland.
3. Health Protection and Surveillance Centre, (17/04/2020) Preliminary Coronavirus Disease (COVID-19) Infection Prevention and Control Guidance include Outbreak Control in Residential Care Facilities (RCF) and Similar Units
4. Health Protection and Surveillance Centre / Health Service Executive (05/06/2020) COVID-19 Guidance on visitations to Residential Care Facilities V1.0
5. Health Protection and Surveillance Centre / Health Service Executive (04/05/2021) COVID-19 Guidance on visitations to Residential Care Facilities
6. COVID-19: Normalising Visiting in Long Term Residential Care Facilities (LTRCFs) V 1.0 09.07.2021 (For implementation July 19 th 2021)
7. Public Health & Infection Prevention & Control Guidelines on the Prevention and Management of Cases and Outbreaks of COVID-19, Influenza & other Respiratory Infections in Residential Care Facilities V1.11 19.04.2023

***Whilst every effort has been made to ensure the accuracy of the information/material contained in this document, C.L.A Nursing Home Solutions Ltd assumes no responsibility for and gives no guarantees, undertakings or warranties concerning the accuracy, completeness or up to date nature of the information provided in this document and do not accept any liability whatsoever arising from any errors or omissions.***