

## Visiting our Registered Residential Services Guidance

**Welsh Services** updated 20 January 2021

### Introduction

New national restrictions were introduced at the beginning January 2021. The new restrictions replaced the regional tier system with a more robust approach to dealing with a new variant of the coronavirus and the consequent increase in infections.

The key approach of the guidance is to restrict visits to all but essential visitors but in the case of families to allow outdoor visiting and 'screened' visits where possible.

In the event of a Coronavirus outbreak in a service, the service should immediately stop visiting by families and friends and only allow visits, under strict control, that are essential to the safe running of the service.

### In this guidance visitors are defined as:

- Friends and Relative(s)
- Healthcare Professional(s)
- External Visitor(s) i.e., Contractors
- Consensus Staff (Senior Management Team, Operations Team, Positive Behaviour Intervention Team, Regional Trainers, Regional Executive Assistant's etc)

### Friends and relatives outdoor and screened visits

We recognise that contact with friends and family will often be an important and essential part of a person's life and we will do all we can to enable such contact to be maintained during these difficult times. We are required to work within the government regulations and guidance, and these are subject to regular change depending on the wider situation with the pandemic.

The current guidance is to support outside visits by family and friends but not allow indoor visits except in certain circumstances.

Consensus services will have different building layouts and may or may not have external areas where visiting can take place. Each service will have a risk assessment which will identify if, and how visits can take place and will ensure that families are made aware of these arrangements.

Due to the current restrictions internal visits will be limited unless it is to visit a person who is on end-of-life care. Visitors will be expected to wear PPE, such as masks and protective aprons, which will be provided, and to observe, social distancing and hand hygiene.

### **Essential visitors to services**

For all essential visitors, including, Healthcare professionals, External Visitor(s) i.e. Contractor Consensus Staff (Senior Management Team, Operations Team, Positive Behaviour Intervention Team, Regional trainers, Regional Executive Assistant's etc), the following will apply:

- Any visits should be pre-arranged and agreed with the service.
- Temperature and Oximeters readings will be taken.
- Hand hygiene and social distancing must be observed.
- PPE must be worn in the service at all times.
- If there is an outbreak at the service, you are strongly advised to reschedule your visit.
- Consensus staff must take part in the testing regime as set out in the Testing guidance note.

### **In conclusion**

Whilst the risk of COVID-19 will remain with us for some time, as an organisation we need to continue to limit the number of opportunities that could expose our services to this virus. Our first priority remains to prevent infections in our services and to protect staff and the people we support.

With the appropriate use of PPE, and good infection control procedures our services will be safe environments. To maintain a safe environment, we have to manage the risk posed by visitors which may mean restrictions on who can visit and on how the visit takes place. Our approach will be in line with the latest government guidance and will be dynamic and compassionate to respond to individual circumstances.

For further advice please speak to your local senior manager. This guidance will be reviewed and updated on a regular basis as appropriate.

Peter Snelling  
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