

VISITOR CODE

Our Visiting Policy

- We understand the importance that visitors have in the lives of the people who live at Evergreen Partnership. We intend to enable safe visiting and follow government and local guidance to achieve this
- Protecting the people who live and work at Evergreen Partnership is critical. We will refuse entry to Evergreen Partnership to anyone who has COVID-19 or its symptoms or who has been in contact with someone with suspected or confirmed COVID-19, where it is in line with government guidelines
- The decision to open to visitors at Evergreen Partnership is made in agreement with the Senior Management at Evergreen Partnership, the local Health Protection Team and the Integrated Care Board. This decision is based on a risk assessment, the transmission of the virus within the community and within the home
- In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within Evergreen Partnership, visitor restrictions may need to be immediately implemented which suspend some of these ways of re-opening Evergreen Partnership safely. It may include the exclusion of any non-essential visitors. This will be implemented in a transparent manner with open and clear communication to Residents and relevant family members. We will not take this decision without carefully considering the impact on Residents, their families and friends
- Evergreen Partnership will frequently review how it enables visits in person to Evergreen Partnership as COVID-19 risks change within the local community
- We will follow government guidance on what is allowed in relation to Resident visiting

Responsibilities of Evergreen Partnership

- We are responsible for ensuring that we support our Residents to meet with family and friends if they wish and that staff have the ability to support this. This support includes having written policies and procedures so that all staff understand what they need to do
- We will identify other ways to connect with friends and family when face-to-face visits are not possible. We will use technology such as videoconference or telephone calls to compensate for limited visits
- We will ensure that we are open and transparent and we will keep family members informed about their own relative's COVID-19 status (suspected or confirmed) where their relative has provided consent or a best interest decision has been made
- Where the Resident has an appointed power of attorney, relevant person's representative or another formal role, they will be informed of any changes in health including COVID-19
- We will provide timely and regular updates to Residents and their nominated individuals on the impact of COVID-19 in Evergreen Partnership and on visiting
- If we have an outbreak of COVID-19 in the home, we will inform Residents and will support them to communicate this to relatives and friends where required

Resident Rights

- You have a right to have visitors into the home in accordance with the Visiting Policy and Procedure except where national government rules state otherwise
- You have a right to have access to timely and regular updated information about the risks of COVID -19 in Evergreen Partnership including any outbreaks. We will not, however, disclose the names of individuals



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- You have a right to maintain contact with your local community outside Evergreen Partnership, including to participate in religious and cultural gatherings. We will support you to do this via alternate means such as online or on the phone
- You have a right to be provided with additional ways to connect such as videoconference or telephone calls, in addition to a limited number of in-person visits
- You have a right to transfer to other accommodation or an alternate care home, following discussions with other health professionals and an assessment of needs
- You have a right to make a complaint, comment or suggestion using our complaints procedure if you are not satisfied

Visitor Responsibilities

We request that you follow this Visitor Code and that you:

- Do not visit when you are unwell or displaying any signs of a cold/flu, respiratory or COVID-19 symptoms
- Do not travel from a higher risk area to visit
- Respond truthfully to COVID-19 screening questions asked by staff at Evergreen Partnership
- Treat all staff with respect and courtesy and follow their instructions
- Contact Evergreen Partnership before visiting, to agree a mutually convenient time
- Follow social distancing requirements as well as infection and prevention control measures such as washing hands, use of visiting windows or visiting in designated areas as directed by staff
- Avoid travelling to Evergreen Partnership on public transport wherever possible, walk or cycle where you can
- Deliver gifts and other items to the Resident, as long as they can be wiped or washed before the Resident receives them
- Wear personal protective equipment in line with the guidance provided by Evergreen Partnership
- Respect the request that essential care givers will be able to enter Evergreen Partnership during unprecedented times