

Single Named Visitor Scheme

Frequently Asked Questions

When will the scheme come into force?	From 8 March 2021 regular (weekly) visits will be available for the named visitor
Is this scheme applicable to all care settings	Currently the scheme is only approved for Care Homes and Dom Care settings. We are taking advice on whether we can use the same guidance in Supported Living settings and will update when we can
How many people can be nominated for the face to face visits?	Only one person can be nominated and this cannot be changed except in exceptional circumstances.
How will the named person be chosen?	<p>We will discuss this with the people we support and family members to reach a decision. Ultimately the decision is for the person we support to make but we hope that a consensus can be reached amicably.</p> <p>If the person we support does not have capacity to make the decision then it will be made by the next of kin (or person with Power of Attorney for health & care if appropriate).</p>
I am the nominated named visitor - what do I have to do before the visit?	<p>You will need to contact the home to book a visiting appointment and during this call a risk assessment will be completed.</p> <p>You will need to sign a Health Declaration Form</p> <p>You will need to attend the home 30 minutes before the booked time in order to carry out a Lateral Flow Test (LFT) – this test will be supported by a trained member of the team.</p> <p>You will need to take the test in your car or outside the home and provide the result to the visitor facilitator after the 30 minute wait.</p> <p>If the result is negative the visit can go ahead.</p> <p>If the result is positive, you will be required to self-isolate and seek a PCR test in line with current Covid guidelines. You will not be allowed into the home.</p> <p>We are unable to accept visitors who have not had an LFT test. However, if you have had a positive Covid-</p>

	<p>19 test in the last 90 days you are not required to test unless you develop symptoms. If you develop symptoms then the visit cannot go ahead until you have confirmed a negative PCR test.</p>
<p>What do I have to do during the visit?</p>	<p>You will need to wear PPE which will be provided to you before entering the home, and you will be shown how to safely put on and take off the PPE.</p> <p>You are required to wash your hands and to follow infection control requirements which will be explained to you before you enter.</p> <p>During the visit you can hold hands with your loved one but should try to avoid other close contact.</p> <p>You should keep to your allocated visit time to allow others to visit – this will be 30 minutes to 1 hour but may be flexed depending on the circumstances at the time.</p> <p>You may notice that the home looks different to when you last visited – for example staff are wearing masks at all times and the home will look more sparse than usual in line with infection control requirements.</p>
<p>What do I have to do when it is time to leave?</p>	<p>The visitor facilitator will show you where to leave the building and where to remove and dispose of your PPE.</p> <p>Team will clean the home between visits.</p>
<p>Can I bring any gifts, flowers etc. with me?</p>	<p>You can of course bring items in for your loved ones. We will ensure they are cleaned if appropriate, to safeguard all our residents.</p>
<p>I am not the named visitor but I still want to visit my loved one – what can I do?</p>	<p>You can arrange for visits to take place outside. These can be arranged as before directly with the home.</p>
<p>What happens if the care home has a resident or member of staff who tests positive for Covid-19?</p>	<p>If an exposure (one person tests positive) or an outbreak (2 or more people test positive) occurs then unfortunately all visits will need to stop with immediate effect to protect the home's residents. This will continue until the Outbreak or exposure is over.</p>
<p>Where can I find out more about the named visitor scheme?</p>	<p>https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes</p>