



Protocol for Visitors to Elmhurst Nursing Home during the COVID-19 Pandemic

Date: 3 July 2020

Reference: C19.003

Version: 1.1

Version Control

Version Number	Changes to the Protocol
V1	Introduction of the protocol for visits to Elmhurst Nursing Home. The main site of Highfield Healthcare (Swords Road) is covered separately.
V1.1	Public release of the web link for visitors to book a visit using the Yellow schedule online booking system.

Visits to Elmhurst Nursing Home

Following the recent publication of guidance from the Health Protection Surveillance Centre (HPSC) and direction from the HSE, we have developed a protocol to allow for safe visitations to recommence to Elmhurst Nursing Home from 15 June 2020.

Link to the HSPC guidance, issued on 5 June 2020: <https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/vulnerablegroupsguidance/COVID-19%20Guidance%20on%20visiting%20residential%20care.pdf>.

We know how vital it is for you to see your loved ones, but we also need to ensure that COVID-19 is not accidentally introduced into our residential care facility, making the safety of all our number one priority. Some steps may feel unnatural or take some time to get used to but please be assured that the measures outlined are necessary to protect you, our staff and most importantly our residents.

The protocol will advise on how to book a visit, what to do on the day and some general information. Please note that visits are at the discretion of management and it is their responsibility to ensure that visitations do not compromise overall resident care or adherence to requisite infection control procedures.

We want to reiterate the impact that receiving positive cases will have on visits for the facility. As per current guidance dictates, should 2 or more cases arise it would result in visits being suspended for 28 days before being able to resume or until further direction has been received from Public Health.

This protocol will be updated and communicated to you upon publication of amended guidance from health authorities or any necessary changes for your visit.

Visit Process

General Information

- To ensure that residents all get an equal opportunity to receive visitors and to limit the volume of people coming into the building, we are currently only allowing a **maximum of one visitor per resident** per week.
 - This person should be a family member and/or a next of kin.
 - We would encourage families to discuss amongst themselves regarding which person shall visit.
 - We would also recommend the one visitor to come alone. If this is not possible, then we would ask those accompanying to wait in their vehicles or outside and away from other staff and residents.
- Residents retain their right to decline a visitor and this will be respected.
- No person under the age of 16 will be permitted to visit.
- Use of resident's bathrooms will not be permitted and use of general toilets within the facilities is discouraged.
- No food or refreshments are to be brought into the facility.
- Location of visit may change as this is dependent on guidance from health authorities, weather conditions, use of a room or the presentation of a resident on a given day.
- See Appendixes 1 and 2 for further information on our risk assessment document and HSE infection control posters.
- **If you generally feel unwell then we would please ask that you do not schedule a visit until you feel well again.**

1. Booking a Visit

To schedule a date and time to visit, please use the Yellow Schedule online booking system:

- www.yellowschedule.com/booking/highfield_healthcare

If you do not have access to internet-enabled devices or are having difficulties using the web link provided, then please contact the Director of Nursing (Person in Charge) **Bertha Wekare** on:

- **01 807 3249**; or
- bwekare@highfieldhealthcare.ie

Your visit will be able to last **no more than 30 minutes** and we are currently able to accommodate visits on **Monday to Friday and between 2pm – 5pm**.

The days and timings are subject to alterations in the coming weeks.

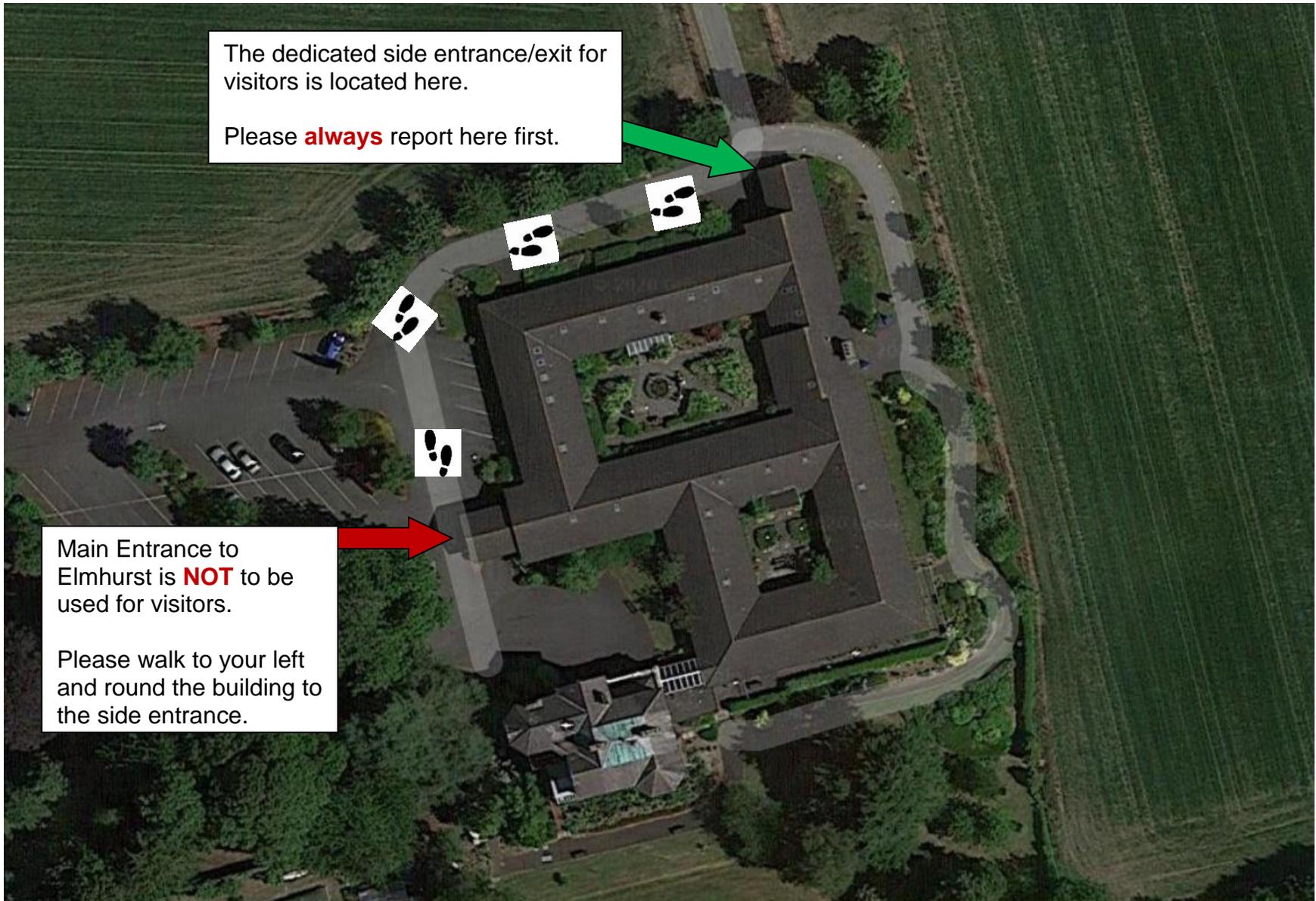
Please note that you MUST book in advance as we are unable to accommodate unplanned visits.

2. Arriving and Entrance

Please arrive 10 minutes before your allocated visit time. This will provide you with enough time to park your car, complete the necessary risk assessment forms and don any PPE, where required, prior to seeing your loved one.

Please enter via the side entrance, this is located to the left of the Main Entrance and around the side of the building. A map has been provided on the next page.

Once outside phone Bertha (**01 807 3249**) to gain entry.



The dedicated side entrance/exit for visitors is located here.
Please **always** report here first.

Main Entrance to Elmhurst is **NOT** to be used for visitors.
Please walk to your left and round the building to the side entrance.

3. Risk Assessing

As you arrive to the side entrance doors of the designated entrance you will be required to complete the following before being allowed to proceed:

- Answer all questions from the risk assessment form. The staff member will ask you some questions to eliminate any risk of introducing the virus into the facility. Unfortunately, you may be denied entry if you have any respiratory symptoms or a fever and we hope you understand this decision.
- The staff member will sign on your behalf.
- You will be provided with a surgical mask (your own non-surgical mask is not permitted) or a face shield and please note we are making it mandatory to wear for the entire visit for safety reasons.
- Please clean your hands using the available hand sanitising gels.

4. Location, Duration and Supervision

Once all safety steps have been completed the staff member will show you to the **Visitor Room** where you will have **30 minutes**. This location has been selected as we believe it is the safest place for you to meet.

Please note that door to the Visitor Room will always remain open during your visit and supervised by a staff member, however, we will aim to give you as much privacy as possible.

Please remember to remain 2 metres away.

Unfortunately for now, any form of touching – such as holding hands or hugging – is not allowed. We know how difficult this may be for both visitors and residents but ensuring the safety of all is our top priority.

5. Exiting

Once your visit time is complete **the staff member will sign you out before you leave.**

Please **depart the same way you came in** and **dispose of your mask in the bin** provided by the visitor entrance/exit door.

Please bear with us during this new phase of easing restrictions and hopefully we can make your visit as comfortable as possible.

Appendix 1 – Example of Visitors Risk Assessment Form

COVID-19 Highfield Risk Assessment Checklist

External Persons visiting Residents* / Contractors

*currently permissible on a case by case basis (i.e. palliative residents) or after scheduling a visit

Name of Person: _____

Date: _____ Time: _____

Expected Length of Time on Premises: _____

Purpose of Visit: _____

Personal/ Business Address: _____

Telephone Number: _____

Please read each question carefully and answer to the best of your knowledge

In the last 14 days have you:	Yes	No
1. Returned from <u>any country</u> ¹ outside the island of Ireland?		
2. Had <u>contact</u> ² with a person who tested positive for COVID-19?		
3. Received a <u>positive COVID-19 test result</u> ³ within the last 14 days?		
4. <u>Worked in, attended a healthcare facility</u> where persons with COVID-19 were being treated or recently <u>discharged from a hospital ward</u> ⁴ ?		
5. Display any of the symptoms below: <ul style="list-style-type: none"> ▪ Fever (38 degrees or above); or ▪ High temperature (between 37.5 – 38 degrees, your chest and back may feel warm/hot) ▪ Chills (shivering) ▪ Cough (of any kind, not just dry) ▪ Shortness of breath (or having difficulty breathing) ▪ Loss of taste ▪ Loss of smell ▪ Fatigue ▪ Aches and pains ▪ Sore throat ▪ Headaches ▪ Runny/stuffy nose 		

Current temperature check	_____ °C
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Signed Person: _____

Signed Manager/Receiving Person: _____

Appendix 2 – Infection Control Informative Posters

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

 **Duration of the entire procedure: 40-60 seconds**



0 Wet hands with water;



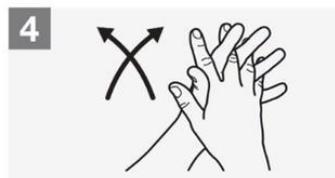
1 Apply enough soap to cover all hand surfaces;



2 Rub hands palm to palm;



3 Right palm over left dorsum with interlaced fingers and vice versa;



4 Palm to palm with fingers interlaced;



5 Backs of fingers to opposing palms with fingers interlocked;



6 Rotational rubbing of left thumb clasped in right palm and vice versa;



7 Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



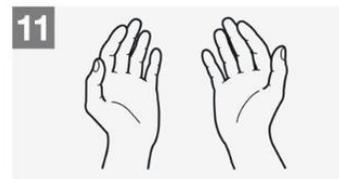
8 Rinse hands with water;



9 Dry hands thoroughly with a single use towel;



10 Use towel to turn off faucet;



11 Your hands are now safe.



World Health
Organization

Patient Safety

A World Alliance for Safer Health Care

SAVE LIVES
Clean Your Hands

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Protect yourself and others from getting sick

Wash your hands



- after coughing or sneezing
- when caring for the sick
- before and after you prepare food
- before eating
- after toilet use
- when hands are visibly dirty
- after touching cuts, blisters or any open sores
- you can use alcohol hand rub, if hands are not visibly dirty



www.hse.ie/handhygiene



COVER UP

COUGHING AND SNEEZING



- Turn your head away from others
- Use a tissue to cover your nose and mouth



- Drop your tissue into a waste bin



- No tissues? Use your sleeve



- Clean your hands after discarding tissue using soap and water or alcohol gel for at least 15 seconds

COVID-19

HAND HYGIENE BEFORE AND AFTER USING A MASK



Coronavirus
COVID-19
Public Health
Advice

Safe use of Masks

THE MASK YOU NEED

DO: REMEMBER TO WEAR THE CORRECT MASK FOR THE TASK:

Wear Surgical mask for droplet precautions, or when providing care within 2 meters of any patient, or when working within 2 meters of another healthcare worker for more than 15 minutes.



Only wear FFP2 (Fit Checked) or FFP3 mask (Fit Tested) for aerosol generating procedures.



WEARING THE MASK

DO: Wear your mask so it comes all the way up, close to the bridge of your nose, and all the way down under your chin.



DO: Press the metal band so that it conforms to the bridge of your nose.



DO: Tighten the loops or ties so it's snug around your face, without gaps. If there are strings, tie them high on top of the head to get a good fit.



DO NOT: Wear the mask below your nose.



DO NOT: Leave your chin exposed.



DO NOT: Wear your mask loosely with gaps on the sides.



DO NOT: Wear your mask so it covers just the tip of your nose.



DO NOT: Push your mask under your chin to rest on your neck.



ONCE YOU HAVE ADJUSTED YOUR MASK TO THE CORRECT POSITION, FOLLOW THESE TIPS TO STAY SAFE:

- ALWAYS change your mask when you answer the telephone or you take a drink/break.
- ALWAYS change mask when leaving a cohort area or exiting a single patient isolation room
- ALWAYS wash your hands before and after handling a mask.
- ALWAYS change mask if it is dirty, wet or damaged
- NEVER fidget with your mask when it's on.
- NEVER store your mask in your pocket.

REMOVING THE MASK



Use the ties or ear loops to take the mask off.

Do not touch the front of the mask when you take it off.

DISPOSING OF THE MASK



Dispose of mask in a healthcare risk waste bin.

IF HEALTHCARE RISK WASTE SERVICE IS NOT AVAILABLE:

The mask, along with any other PPE used, needs to be double-bagged and stored for 72hrs in a secure location, then put in the domestic waste.

