



Highfield Healthcare

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

Date: 2 December 2020

Reference: C19.003

Version: 1.4

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.
V1.2	This version includes: <ul style="list-style-type: none">• The Yellow Schedule booking system is now incorporated into the Highfield Healthcare website and link provided• Copy of risk assessment form has been removed from appendices• Timings of visits have been expanded to now cover Monday to Friday between 11am – 5pm• Re-worded sections to place emphasis on necessary infection control measures
V1.3	This version includes: <ul style="list-style-type: none">• Visits during the COVID-19 pandemic levels 1 – 5.
V1.4	This version includes: <ul style="list-style-type: none">• Visits during the COVID-19 pandemic levels 1 – 5 to include the updated definitions of critical and compassionate visits, which allows for 1 visitor per resident once a week which must be scheduled in advance within Level 3 and 4 and once every 2 weeks under Level 5.

Visits to Elmhurst Nursing Home

Following the 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 Elmhurst Nursing Home.

Link to the HSPC guidance: <https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/infectionpreventionandcontrolguidance/visitorsvisiting/>

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.

In line with the Living with Covid-19 Five Level Framework, under levels 3,4 and 5, visiting to residential care facilities is not permitted except for compassionate and critical reasons. This definition has been expanded in November and details of the new criteria are contained in this protocol.

Table 1 summary of Key Points on Visiting at each Framework Level

Domain	Framework Level				
	1	2	3	4	5
Clear communication on visiting policy	Yes	Yes	Yes	Yes	Yes
Outdoor and window visiting	Yes	Yes	Yes	Yes	Yes
Support for remote visiting (phone and video calls)	Yes	Yes	Yes	Yes	Yes
Access for essential service providers	Yes	Yes	Yes	Yes	Yes
Access for important service providers	Yes	Reduced	Suspended if required	No	No
Critical and compassionate visiting	Yes	Yes	Yes	Yes	Yes
Visits should be scheduled and visitors recorded	Yes	Yes	Yes	Yes	Yes
Visitors should be assessed for features of COVID-19 and check if COVID Contact before admission	Yes	Yes	Yes	Yes	Yes
Visitors informed of risk, how to stay safe and accept personal responsibility	Yes	Yes	Yes	Yes	Yes
Visitors are provided with access to	Yes	Yes	Yes	Yes	Yes

hand sanitiser and personal protective equipment if required					
Open for visiting with protective measures	Yes	No	No	No	No
Open for visiting with enhanced protective measures	-	Yes	No	No	No
Organised outings (risk assess)	Yes	No	No	No	No
Social drive in private car	Yes	No	No	No	No
Outing for essential business (risk assessment)	Yes	Yes	Yes	Yes	Yes
Visits by children -with supervision	Yes	No ¹			
Number of routine visits per week (general)	2 (with 2 people)	2 (with 1 person)	0	0	0

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

Visit Process

General Information: Level 1 to 2

- 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 is currently 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 Appendix 1 for 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.**

Level 3 to Level 5

Visits may be permitted in the following situations:

Details of consideration for a resident visit
--

At framework levels 3 and 4 up to one visit per week by one person should be facilitated on compassionate grounds.
--

At framework level 5 up to one visit every two weeks by one person should be facilitated on compassionate grounds and up to one visit every week by one person may be appropriate in certain disability services based on risk assessment.

Circumstances in which a resident is significantly distressed or disturbed and although unable to express the desire for a visit there is reason to believe that a visit from a significant person may relieve distress.

When there is an exceptionally important life event for the resident (for example death of a spouse or birthday).

When the visitor may not have another opportunity to visit for many months or years or never (for example because they are leaving the country or are themselves approaching end of life).

Increased visiting is recommended by their doctor as a non-pharmacological therapeutic alternative to an increased dose of an existing agent or introduction of a new anxiolytic or sedative agent.

A resident expresses a strong sense of need to see someone whether for personal reasons, to make financial or other arrangements or to advocate on their behalf.

A person nominated by the resident expresses concern that a prolonged absence is causing upset or harm to a resident.

Other circumstances in which the judgement of the medical or nursing staff or social care worker caring for the resident is that a visit is important for the person's health or sense of well-being.

Outbreak Status

Should the service enter an outbreak situation, visits may be limited and based on a documented risk assessment that is reviewed every 2 weeks. As per current guidance, should 2 or more cases arise it would result in the facility entering 'outbreak status' and potentially resulting in visits being suspended for 14 days before being able to resume; or until further direction has been received from Public Health.

Visits for palliative and end of life care will continue to be facilitated. All visits during an outbreak are subject to visitor accepting that there is an associated risk of infection for the visitor and that the visitor chooses to accept this risk. The visitor will be asked to acknowledge this risk and fully comply with measures they are asked to follow for their own protection, the protection of staff and residents within our service.

1. Booking a Visit

To schedule a date and time to visit, please use the Yellow Schedule online booking system on Highfield's website:

- www.highfieldhealthcare.ie/visitor-bookings

Once you have selected a date/time this will be reviewed by staff. Please do not book in multiple visits throughout the week as we are adhering to a **maximum of one visitor per resident per week** to ensure everyone gets the opportunity to visit.

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

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

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

2 Availability and Duration of Visits

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 11am – 5pm.**

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

3 Arriving and Entrance

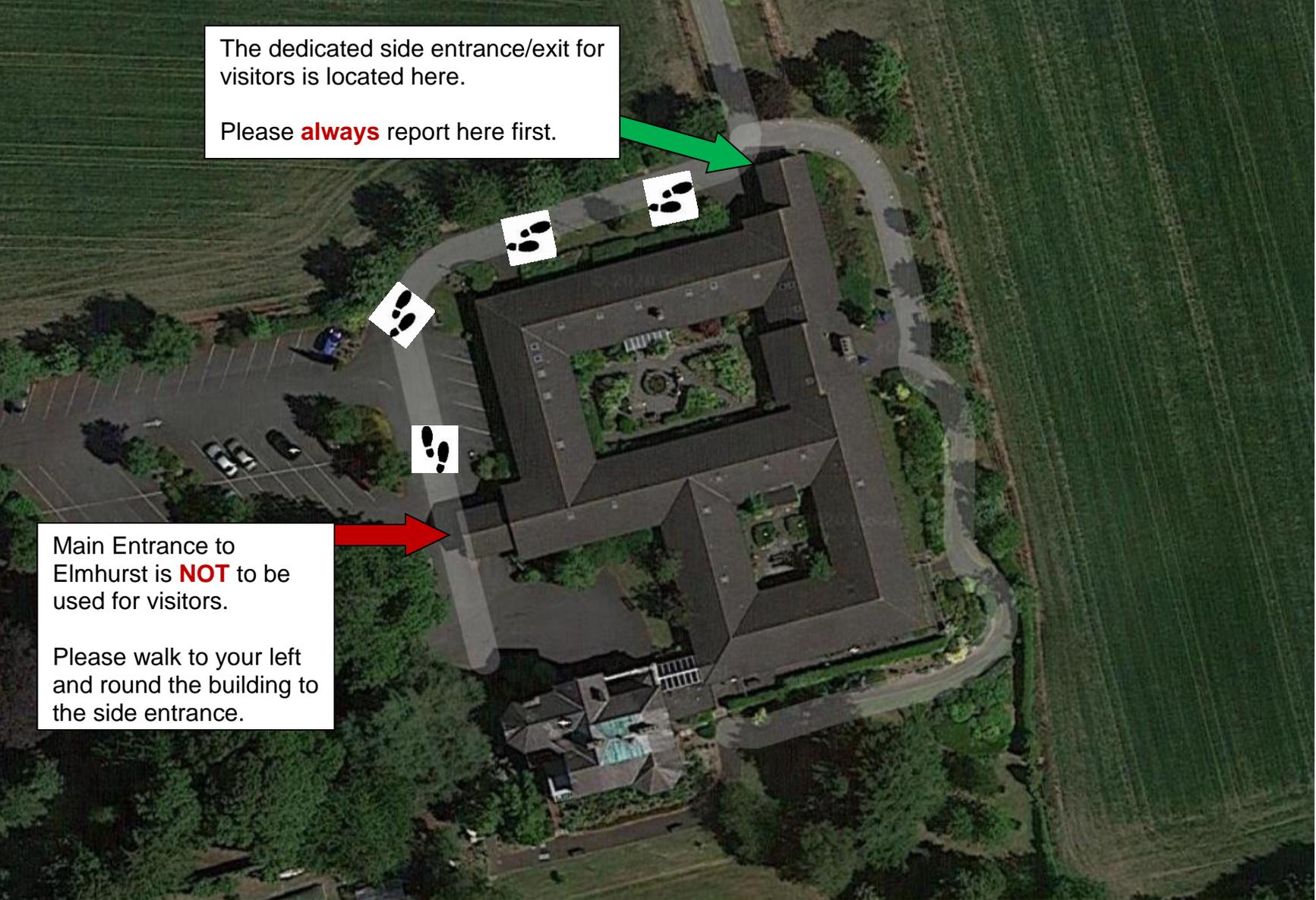
Please arrive 10-15 minutes before your allocated visit time.

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.

If you are late, we will do everything possible to try and accommodate your visit, however, please note that it may have to be cancelled and another suitable date/time will be booked.

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.



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.

1. Risk Assessing and Infection Control

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

- Answer all questions from our risk assessment documentation. The staff member will ask you some questions to eliminate any risk of introducing the virus into the facility. If there are any paper/electronic forms to be signed then this will be done on your behalf.
- **You will be provided with a surgical mask (your own face covering is not permitted). This is mandatory to wear for the entire duration of your visit.**
- **Please clean your hands using the available hand sanitising gels and remember the correct etiquette when coughing and sneezing.**
- **Please remember to observe social distancing and remain 2 metres away at all times.** This unfortunately means we are advising against any form of touching. We understand the difficulty with this for both resident and visitor but ensuring the safety of all is our top priority.

You may be denied entry if you have any respiratory symptoms or a fever and/or consistently not adhering to our infection control requirements. We hope you understand this decision.

2. Location, Duration and Supervision

Once all safety steps have been completed, a staff member will show you to the location of your visit where you will have **30 minutes**. The location chosen has been selected as the safest place to meet.

Please note that doors will remain open during your visit and may be supervised by a staff member, however, we will aim to give you as much privacy as possible.

3. 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.

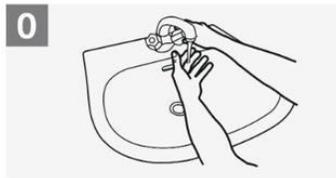
Please bear with us during this new phase of easing restrictions and hopefully we can make your visit as comfortable as possible.

Appendix 1 – Infection Control Informative Posters

How to Handwash?

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

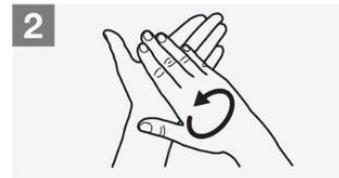
 **Duration of the entire procedure: 40-60 seconds**



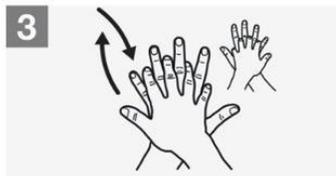
0 Wet hands with water;



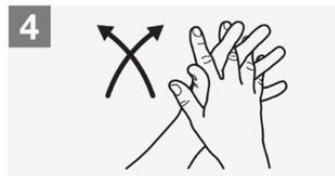
1 Apply enough soap to cover all hand surfaces;



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;



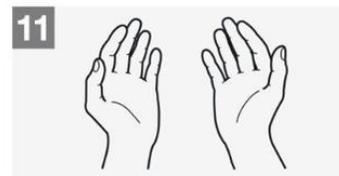
8 Rinse hands with water;



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

All reasonable precautions have been taken by the World Health Organization to verify the information contained in this document. However, the published material is being distributed without warranty of any kind, either expressed or implied. The responsibility for the interpretation and use of the material lies with the reader. In no event shall the World Health Organization be liable for damages arising from its use. WHO acknowledges the Hôpitaux Universitaires de Genève (HUG), in particular the members of the Infection Control Programme, for their active participation in developing this material.

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



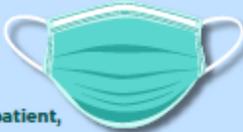
Coronavirus
COVID-19
Public Health
Advice

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.

