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| **RIGHTS** |  |
| **CARE HOMES HAVE THE RIGHT TO:** | **VISITORS HAVE THE RIGHT TO:** |
| Mitigate risk of infection by refusing entry to anyone or requesting that a person leave the premises, for any justifiable reason consistent with this protocol. | Access care homes in accordance with the entry requirements set out in the visiting policy. |
| Consider increase visitor restrictions when an outbreak /clusters have occurred within the local area or if there are other extraordinary circumstances that require it and usage of such circumstances will be closely monitored. | Be notified by timely and regular updates and information about what is happening in the home, in relation to visiting and local COVID-19 prevalence and transmission risk. |
|  | Be provided and supported with additional ways to connect such a video conference or telephone calls in addition to a limited number of in-person visits. |
| **RESPONSIBILITIES** |  |
| **CARE HOMES HAVE A RESPONSIBILITY TO:** | **VISITORS HAVE A RESPONSIBILITY TO:** |
| Provide a clear policy and information on how they facilitate visitors, using a risk based approach and makes this publicly available as needed. | Follow the Notaro care homes visiting policy and visitor code, including booking in advance. |
| Provide clear information about how the visit will work and the infection and prevention control measure that must be followed. | Not to visit when unwell or displaying any signs of a cold/flu, respiratory or COVID-19 symptoms. |
| Appropriately support staff in order to facilitate visits including written processes and procedures. | Respond truthfully to COVID-19 screening questions asked by the care home staff and to sign the checklist and visitors book. |
| Treat all visitors with respect and courtesy and provide clear instructions about the visiting policy  | Treat all staff with respect and courtesy and to follow their instructions on the visitor policy. |
| Proactive communication with residents and families where an outbreak occurs and the impact on the visiting policy. | Follow visiting requirements including, infection and preventing control measures such as washing hands, use of visiting windows, remaining designated areas and social distancing requirements – as directed by the care home staff and that failure to do so may affect the future ability to visit. |

**Notaro Homes**

This protocol includes a set of rights and responsibilities for both our care homes and visitors which put the welfare and wellbeing of residents /people receiving care at the heart of the approach to developing their visiting policies