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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 inside (during the winter months) and outside and social distancing requirements – as directed by the care home staff and that failure to do so may affect the future ability to visit. |

**WINTER PROTOCOL FOR VISITORS**

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