



**ALT-NA-CRAIG**  
**HOUSE**  
CARE HOME

4<sup>th</sup> March 2021

We are excited to be in a position to announce the return of indoor visiting, from Monday 8<sup>th</sup> March, where loved ones will be able to reunite with designated family members.

We are writing to you as the named contact, please revert to us when convenient as to who will be the designated visitors for your loved one; we would ask they take time to familiarise themselves with the full content of this communication ahead of their scheduled visit.

We know this news is long-awaited and the coming weeks will be extremely emotional for many family members reuniting. Although we are delighted to welcome family members back into our homes, we must also highlight that this comes with an element of apprehension for our workforce. They have worked tirelessly throughout this pandemic facing many fears and anxieties, the reintroduction of visitors will also be incredibly emotional for them.

In order to further restrict the transmission of this virus and further mitigate the risk we would certainly like you to strongly consider whether the designated visitor could be an individual who has themselves received a vaccination, who is willing to take a LFT and who is not exempted from wearing a mask. We would ask that any designated visitors advise the home of any contrary position in advance and at the time of booking their visit so that we can consult with our local health protection teams.

Naturally, any visitor will need to be with the consent of the resident (or the individual holding PoA for welfare), the home will advise on this matter if required.

With this in mind, we are continuing to do everything we can to best protect all our people and minimise risk to those in our homes. This includes:

- Continuing with the vaccine programme;
- Enhanced cleaning and infection control processes pre and post visits;
- Testing for all staff three times per week;
- The continued use of PPE;
- Temperature tests on entry;
- Adhering to social distancing;

The Scottish Government very recently issued their new guidance to support the reintroduction of indoor visiting in care homes. We have attached a copy of the information poster and leaflet. The main points that we will be adopting are:

- Visiting will be by prior appointment only at this stage.
- You will be asked to arrive 30 minutes before your pre-booked visiting time to sign a consent form (as attached) and undertake a Lateral Flow Test (LFT).

Alt-Na-Craig House, 215 Lyle Road, Greenock PA16 7XT  
t: 01475 731 308 • e: [info@altnacraighouse.co.uk](mailto:info@altnacraighouse.co.uk) • [www.altnacraighouse.co.uk](http://www.altnacraighouse.co.uk)

- One designated visitor per resident per week in the first two week of the reintroduction – this is to allow our homes time to adjust logistically to the new guidance.
- Thereafter, two designated visitors per week will be able to visit a resident indoors (visiting one at a time) from Monday 22nd March.
- Visitors will be able to sit in their loved one's room, starting at an hour at a time but this will increase over the coming weeks as our homes adjust to the new guidance.
- Brief hand holding and hugging will be allowed.
- Visits will for the most part will be unsupervised once within the resident's room.
- Fluid resistant surgical masks will be provided to visitors and must be worn throughout the visit.
- We ask that you do not enter other communal areas during your visit, however, a designated visitor's toilet will be made available to you if required (you should not use any other facility).
- Children under 16 should not attend indoor visits, however, can form part of the numbers for outdoor visits (window and garden visit as normal).
- At this time, we are unable to provide you with refreshments during your visit.
- All visits must be booked in advanced – this can be done directly with the home. We will do our utmost to accommodate all visitors, however, there may be occasions where we need to regulate some visiting schedules.
- Please advise at the time of booking if the intention is to bring any gifts or presents such that the home can accommodate the cleaning of these items.
- Visiting via other methods e.g. window, garden, visitor rooms can continue, as will essential visits.

It is important to note that if an outbreak of COVID-19 occurs in a home, visiting will be suspended until the outbreak is declared over by Public Health. Should an outbreak occur, as would be the normal course, we will advise the nominated person we have on record.

Thank you for your continued support throughout this pandemic. We know we are still not out of the woods and there is an element of risk with every bit of relaxation of the Government rules. However, we really hope that by reintroducing loved ones, our homes will start the long process of rebuilding and returning to places filled with laughter, love and joy for everyone.

Please continue to stay safe, best wishes.

Yours sincerely,



Michelle King

Manager

## Alt-Na-Craig House VISITOR CONSENT & TRACKING FORM

The health, safety and wellbeing of our residents and staff are always our top priorities. We are therefore taking comprehensive action in relation to COVID-19. Before entering this home, we are asking every visitor to undergo a temperature check and on each separate visit to complete the following:

Record the Temperature of the Visitor (must be under 37.8°C)	Temp:
I am not contravening any current HM Government and NHS advice in relation to COVID-19.	<b>Yes/No</b>
Have you or anyone in your household had any of the following symptoms in the last 14 days: a) Temperature 37.8° C or above? b) A new and persistent cough or sore throat? c) Recent loss or reduction in taste and/or smell? d) Difficulty breathing?	<b>Yes/No</b>
It is a legal requirement to self-isolate if you test positive or are told to self-isolate by NHS. Are you aware of the need for you to self isolate (or are you awaiting the results of a PCR Test)? <a href="https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/">https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/</a>	<b>Yes/No</b>
<b>If the answer to any of the above questions is YES, then unfortunately you cannot visit for at least 14 days.</b>	
I consent and agree:	
1) To a Lateral Flow Test (LFT) prior to admission to the Home <sup>i</sup>	<b>Yes/No</b>
2) That my information and any LFT test result will be shared with the NHS (as it is a requirement for the Home to undertake this).	<b>Yes/No</b>
3) That if a positive test is evidenced, I will not be allowed further access to the home and, I will need to leave immediately, self-isolate and arrange a PCR test.	<b>Yes/No</b>
4) That I will wear the PPE/Type IIR face mask provided by staff and I will not remove it until asked to do so. I will ensure that this mask is worn as instructed and across my nose and mouth at all times <sup>ii</sup> .	<b>Yes/No</b>
5) To stay in the agreed visitor location(s) as directed by staff.	<b>Yes/No</b>
6) Follow all infection prevention and control (IPC) protocols as guided by staff. You are encouraged to maintain a 2 metre safe distance where possible, it's okay for part of your time together to briefly hold hands and hug your loved one.	<b>Yes/No</b>
7) That my clothing is freshly laundered, and I have not made any visit to shops or other facilities prior to visiting.	<b>Yes/No</b>
8) I agree to give any gifts to staff so they can be sanitised prior to being given to the person I am visiting (easy clean items only – please advise at time of booking).	<b>Yes/No</b>
Designated Visitor:	<i>Signature</i>
	<i>Address &amp; Contact No</i>
Visiting (Name of Resident):	
Time/Date:	

<sup>i</sup> Unless I have had a positive PCR test in the last 90 days when I will not need to take a test.

(The Home may ask you for proof of this test. This can be a text message or email copy that shows your test results.)

<sup>ii</sup> If exempted visitors will need to furnish the home in advance with their exemption certificate/confirmation

Coronavirus (COVID-19) testing for visitors

# Information for people visiting care homes in Scotland



# Information for people visiting care homes in Scotland

## Who should read this leaflet?

This leaflet is for anyone who is visiting their relative or friend whilst they are receiving care in a care home in Scotland and is being offered a test for Coronavirus (COVID-19).

## Why should I be tested for Coronavirus?

The purpose of the Scottish Government testing programme is to determine whether those **without** coronavirus (COVID-19) symptoms have the virus. It will help to discover and identify positive cases of COVID-19 within the population and ensure they self-isolate to reduce transmission to other people.

It gives an extra layer of protection against accidentally passing on COVID-19 to loved ones in care homes. It may also help give early warning to a potential outbreak situation (where there are 2 or more related cases).

Finally, it will assist in the return to normal activities and reduce the impact of the COVID-19 pandemic and allow you to visit your family or friends in a care home safely.

## Is it mandatory for me to be tested for Coronavirus (COVID-19)?

No, it is not mandatory for you to be tested. You will still be allowed to visit your friend or relative providing that you do not have any COVID-19 symptoms, follow care home staff advice on wearing of personal protective equipment (PPE) such as facemask, aprons and gloves, and follow the infection control (e.g. hand washing) information that the care home staff provide.

## Why do I need to give my consent to be tested?

The care home staff must make sure that you have the appropriate information, understand what the test involves and agree to act on the advice they give you following the test, and this will be recorded. They also need to confirm you're clear and content with how your personal information and test results will be used.

## How does the test work?

The test involves a throat and nose swab which is added to a solution by the care home staff to release any virus proteins. The solution is then added to the test kit which looks similar to a pregnancy kit, and the results are ready in 30 minutes.



## What happens when I arrive at the care home for a visit?

You will be met by someone at reception and asked if you have any COVID-19 symptoms. If you have any symptoms of COVID-19 you will not be allowed to visit and will be asked to leave the care home and arrange a test via NHS Test and Protect.

If you do not have any symptoms you will be given PPE to wear and directed to a designated area where the testing will take place.

## What if I've already had a positive Coronavirus test?

If you have had a positive PCR test in the 90 days before your visit you will not need to take a test. The care home may ask you for proof of this. This can be a text message or email copy that shows your test results. Remember you must not visit the care home until your isolation period has finished and you are clear of any symptoms.

## How is the test registered?

Staff will be able to advise you in this process. Registering involves adding the QR Code of the test device, date and time of the test and your contact details.

## What does the test involve?

The trained care home staff will ask you if you consent to taking the test by signing a form and if you think you will be able to swab your throat and nose yourself. If you are not able to do this the care home staff will do this for you. The swab is a thin stick with a small fabric tip which will be rubbed against the back of your throat at the tonsil area, and then the swab is inserted into your nose and rubbed against the lining of your nose. This is to try and get as many cells of the virus if it is present to process the test. Taking the swab might make you gag or cough, the staff will provide you with a bowl in case you are sick.

The staff will take the swab and place it into a liquid which is then dropped onto the test kit which looks a little like a pregnancy test. The results of the test will be available in 30 minutes.

## How do I get the results?

The care home staff will tell you the result. Sometimes the test may not work and will have to be performed again if the results are not completely clear.

## What happens if my test is negative?

You will be allowed to continue your visit; you will be required to wear PPE and follow the infection control information that the care home staff provide you with. The staff will record the result of your test.

## What happens if my test is positive?

If your test result is positive you will not be allowed to continue with your visit. You will be asked to leave the care home and travel home immediately ideally avoiding public transport to self-isolate. You will need to arrange to have a confirmatory test by requesting a testing kit from [www.gov.uk](http://www.gov.uk) or **0300 303 2713** if you do not have internet access.

If you agree, your local Test and Protect will also get in touch to support you with testing and for contact tracing.

The staff will record the result of your test.

## Who do I contact for more information?

If you have any questions about your result or what to do next, please ask the care home staff. The website NHS inform provides a range of advice on Coronavirus including on testing and isolation. See: <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>



Scottish Government  
Riaghaltas na h-Alba  
[gov.scot](http://gov.scot)

NHS Education for Scotland | Westport 102 | West Port | Edinburgh EH3 9DN  
Tel: 0131 656 3200 | [www.nes.scot.nhs.uk](http://www.nes.scot.nhs.uk)



## Open with care

### Seeing loved ones in care homes during the pandemic

This checklist shows the safety measures you can take when visiting friends and loved ones in care homes during the pandemic.

- 1** Visits will take place at prearranged times. In the early phase there will be up to two designated visitors per resident (visiting one at a time).



- 2** You will only be allowed to visit if you are feeling well and do not have any COVID-19 symptoms.



- 3** You will be asked some health questions to ensure that you do not have symptoms of COVID-19.



- 4** On arrival, you will be asked to take a COVID-19 test. You should wear the mask provided by the care home. Staff will complete the visitor's book.



- 5** You will be asked to wash your hands and/or apply alcohol based hand gel regularly.



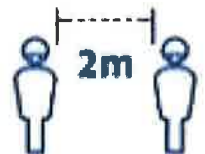
- 6** Staff will provide an update on the resident's wellbeing and any instructions to support safe visiting.



- 7** Staff will clean visiting areas between visits.



- 8** You are encouraged to maintain a 2m safe distance where possible and wear a face mask.



It's okay to hold hands for parts of your time together.

- 9** When you are leaving the care home, staff will tell you how to safely remove and dispose of your mask (and any PPE) and how to clean your hands.



- 10** If you are going home to someone vulnerable, you might want to consider going straight home, wash clothes separately to other laundry and taking a shower or bath.

