



Albany House Residential Care Home

Albany House Residential Care Home , 11-13 Stocker Road , Bognor Regis, West Sussex, PO21 2QJ

Review Sheet		
Last Reviewed 05 Jan '21	Last Amended 05 Jan '21	Next Planned Review in 12 months, or sooner as required.
Business impact	<p>Immediate action these changes are business critical and to be delivered as a matter of urgency.</p> <p>CRITICAL IMPACT</p>	
Reason for this review	Change in legislation	
Were changes made?	Yes	
Summary:	This policy details how the service can support residents to stay in contact with their friends, family and loved ones. The policy has been updated to remove the reference to the tier system and reflect the changes in light of the national lockdown. The policy has retained the details on types of visits as information to support planning for when restrictions are lifted.	
Relevant legislation:	<ul style="list-style-type: none"> • The Care Act 2014 • The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 • Human Rights Act 1998 • Mental Capacity Act 2005 • Mental Capacity Act Code of Practice • Data Protection Act 2018 • Coronavirus Act 2020 	
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> • Author: GOV.UK, (2020), <i>Coronavirus (COVID-19): admission and care of people in care homes</i>. [Online] Available from: https://www.gov.uk/government/publications/coronavirus-covid-19-admission-and-care-of-people-in-care-homes [Accessed: 5/1/2021] • Author: The Care Provider Alliance, (2020), <i>Visitors' protocol - CPA briefing for care providers</i>. [Online] Available from: https://careprovideralliance.org.uk/coronavirus-visitors-protocol [Accessed: 5/1/2021] • Author: GOV.UK, (2020), <i>Visiting care homes during COVID-19</i>. [Online] Available from: https://www.gov.uk/government/publications/visiting-care-homes-during-coronavirus/update-on-policies-for-visiting-arrangements-in-care-homes [Accessed: 5/1/2021] • Author: GOV.UK, (2020), <i>COVID-19: how to work safely in care homes</i>. [Online] Available from: https://www.gov.uk/government/publications/covid-19-how-to-work-safely-in-care-homes [Accessed: 5/1/2021] • Author: British Geriatrics Society, (2020), <i>COVID-19: Managing the COVID-19 pandemic in care homes for older people</i>. [Online] Available from: https://www.bgs.org.uk/resources/covid-19-managing-the-covid-19-pandemic-in-care-homes#_edn2 [Accessed: 5/1/2021] • Author: Department of Health and Social Care, (2020), <i>Visits out of care homes</i>. [Online] Available from: https://www.gov.uk/government/publications/arrangements-for-visiting-out-of-the-care-home/visits-out-of-care-homes [Accessed: 5/1/2021] • Author: Department of Health and Social Care, (2020), <i>Coronavirus (COVID-19) lateral flow testing of visitors in care homes</i>. [Online] Available from: https://www.gov.uk/government/publications/coronavirus-covid-19-lateral-flow-testing-of-visitors-in-care-homes [Accessed: 5/1/2021] • Author: Department of Health and Social Care, (2020), <i>Guidance Tier 4: Stay at Home</i>. [Online] Available from: https://www.gov.uk/guidance/tier-4-stay-at-home#visiting-relatives-in-care-homes [Accessed: 5/1/2021] 	
Suggested action:	<ul style="list-style-type: none"> • Encourage sharing the policy through the use of the QCS App 	



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Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.

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**1. Purpose**

1.1 This policy provides direction and guidance to help staff and Residents support the opportunity to safely receive visitors during COVID-19, while reducing the risk of its introduction to, or spread within, Albany House Residential Care Home.

1.2 To support Albany House Residential Care Home in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
CARING	C2: How does the service support people to express their views and be actively involved in making decisions about their care, support and treatment as far as possible?
EFFECTIVE	E5: How are people supported to live healthier lives, have access to healthcare services and receive ongoing healthcare support?
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
SAFE	S5: How well are people protected by the prevention and control of infection?
WELL-LED	W5: How does the service work in partnership with other agencies?

1.3 To meet the legal requirements of the regulated activities that {Albany House Residential Care Home} is registered to provide:

- | The Care Act 2014
- | The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- | Human Rights Act 1998
- | Mental Capacity Act 2005
- | Mental Capacity Act Code of Practice
- | Data Protection Act 2018
- | Coronavirus Act 2020

**2. Scope**

2.1 The following roles may be affected by this policy:

- | All staff

2.2 The following Residents may be affected by this policy:

- | Residents

2.3 The following stakeholders may be affected by this policy:

- | Family
- | Advocates
- | Representatives
- | Commissioners
- | External health professionals
- | Local Authority
- | Care Quality Commission
- | Director of Public Health

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**3. Objectives**

3.1 Albany House Residential Care Home acknowledges that Residents have the right to freedom of movement and this includes the right for Residents to see their families. This policy seeks to balance the rights of Residents and the duties and responsibilities of Albany House Residential Care Home.

3.2 Albany House Residential Care Home recognises and values the vast role that families play in the wellbeing and care of Residents and endeavours to maintain this contact within the realms and scope of best safe practice.

3.3 Albany House Residential Care Home will have regard for the current national guidance in operation and seek to understand the rules that apply that impacts Albany House Residential Care Home.

**4. Policy**

4.1 We recognise the significant impact the closure to visitors during the pandemic has had on our Residents, their families, and on our teams. Albany House Residential Care Home will seek to enable visiting wherever it is safe to do so, in line with [government guidance](#) and where proportionate steps can be managed.

Advice will be sought in line with updated [Visiting Care Homes During COVID guidance](#) from the Director of Public Health and local advice from the Director of Adult Social Services at West Sussex county council. Albany House Residential Care Home will ensure that there are clear channels of communication between all stakeholders.

4.2 In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within Albany House Residential Care Home, or where national guidance dictates, visitor restrictions may need to be immediately implemented which suspend some of these enabling approaches and will include exclusion of any non-essential visitors. This will be implemented in a transparent manner with open and clear communication to Residents and relevant family members.

Albany House Residential Care Home is responsible for ensuring that the right visiting arrangements are in place for each Resident, facilitating visiting as much as possible and appropriate with an individual's situation, but made as safe as possible, including the appropriate infection prevention control measures. We will ensure that we communicate well with Residents to enable good and timely decisions around care and to support visit in the final months and weeks of life and this is reflected in their individual Care Plan and Visitors Care Plan.

4.3 Albany House Residential Care Home will actively involve Residents, their relatives or friends, any advocates, commissioners and appropriate members of the multidisciplinary team and, where appropriate, volunteers in decisions and procedures relating to visitors, including visitor testing.

4.4 Albany House Residential Care Home will communicate the Visitor Code of Conduct. Where there is a violation of this agreement, Albany House Residential Care Home will discuss this with the Resident and/or visitor. Where the violation puts (or will put) staff, Residents or the wider community at risk, Albany House Residential Care Home does reserve the right to reassess the visitors policy on a case-by-case basis.

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**5. Procedure****5.1 Dynamic Risk Assessments**

Prior to visits being allowed within Albany House Residential Care Home, Vibin Parambil Francis will refer to advice from the local Director of Public Health, as well as any additional advice or guidance from the local Infection Control Lead from the Clinical Commissioning Group and the local Public Health England (PHE) Health Protection Team (HPA) and national guidance. They will assess the suitability of a specified level of visiting, taking into account relevant infection and growth rates. They will also advise Albany House Residential Care Home if visiting needs to cease in response to an outbreak.

In addition, Albany House Residential Care Home will ensure that it submits requested information where required, such as test results of staff and Residents and the [Capacity Tracker](#) information, that supports the PHE HPA to determine the level of visiting.

Albany House Residential Care Home will ensure that it has measures in place to immediately suspend visiting (except for exceptional circumstances such as end of life) in the event of a confirmed or suspected outbreak, or on PHE instruction or as a response to national guidance.

5.2 Risk Assessment Process

Albany House Residential Care Home must take a dynamic, risk-based approach to how it facilitates and manages visits. This must take into consideration the following:

- | The safety of the Resident receiving a visit
- | The safety of all Residents at Albany House Residential Care Home
- | The safety of staff and visitors
- | How to minimise the risk of any COVID-19 infection
- | Mental Capacity and communication barriers where Lateral Flow Testing (LFT) is not available and outdoor or screen visits have to take place
- | Whether Residents or staff or visitors are in the extremely clinically vulnerable group (see latest government [guidance on shielding](#))
- | The provisions and needs outlined in the Resident's Care Plan
- | The appropriate levels of staff to support the LFT of visitors
- | The appropriate levels of staff to ensure adequate cleaning of indoor areas
- | The results from weekly staff testing and monthly Resident tests
- | The procedure for visitor testing at Albany House Residential Care Home
- | The availability of LFT'S
- | The availability of suitable outdoor visiting areas during the winter or screen visits where LFTs are not available
- | The willingness of visitors to follow the visitor policy and code
- | The willingness of Resident to follow the visitor policy and code
- | The Tier level which impacts on the type of visits allowed

Agreed outcomes identified from the risk assessment must be recorded on the Resident's Care Plan and communicated to staff. If a Resident has a social worker, they should be called upon if needed to determine the outcome of risk and the measures to put in place. Every Resident will have a Visitor Care Plan in place.

5.3 Types of Visits and Tiers

The Government varies restrictions depending on the impact of the COVID-19 virus. The restrictions include residential care and how visiting can be enabled. This guidance is subject to change and the up to date guidance must be followed .

Visits in exceptional circumstances such as end of life should always be supported and enabled. Families and residents should be supported to plan end of life visiting more deliberately, with the assumption that visiting will be enabled to happen not just towards the very end of life.

5.4 Human Rights During the COVID-19 Pandemic

When considering their visiting policy, Albany House Residential Care Home will consider the legal decision-making framework, offered by the Mental Capacity Act, individually for each Resident and will not make blanket decisions for groups of people. Albany House Residential Care Home will use the [ethical framework for adult social care](#), and the wellbeing duty in [section 1 of the Care Act 2014](#) as part of any deci

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sion making processes. Albany House Residential Care Home will ensure that:

- | Residents are consulted. Article 8 of the Human Rights Act can be breached to maintain public health, but the benefit of non-symptomatic relatives visiting must be assessed against the risk of virus transmission
- | The least restrictive options must be considered and a proportionate response taken
- | Any decisions taken are recorded
- | Additional ways of supporting Residents to stay in touch with family and friends outside Albany House Residential Care Home are used, such as WhatsApp video calls, phone calls etc. in between face-to-face visiting
- | A range of meaningful activities are offered
- | People with Lasting Power of Attorney will be considered and consulted
- | There is a review of Residents with Lasting Power of Attorney for Health and Welfare in place
- | Albany House Residential Care Home will encourage Residents who have the capacity to discuss how they would like to be treated if they become unwell

5.5 Alternative Approaches to Maintaining Contact with Relatives

All staff will continue to identify innovative ways of enabling Residents to maintain contact with loved ones outside of face-to-face visits, so that the Resident can stay in touch with their wider group of friends and family who are not their designated constant visitor. Existing methods of virtual communication will continue to be promoted and will include the use of features such as Zoom, WhatsApp and Skype. Staff will ensure that Residents are fully supported to use these features. Further information is available in the QCS Resource Centre on visiting in relation to technology use.

5.6 Keeping People Informed

The Registered Manager will ensure that Residents, staff and family members are kept fully informed of how visits will be enabled and the circumstances in which the home may have to close to visitors. Vibin Parambil Francis will provide information that meets the communication preferences of Residents and staff and will make use of the provided literature (refer to the 'Forms' section) that offers further explanation.

Vibin Parambil Francis will provide clear, fair guidance to enable all Residents the opportunity for a visit. This may include identifying the 2 constant visitors who will agree to undertake LFT at each visit, the circumstances when visiting may have to cease (i.e. in an outbreak).

5.7 Visitor Testing

Visitor testing for all care homes commenced from 14th December when the online registration portal opens. The Registered Manager will implement a visitor testing procedure for visitors to Albany House Residential Care Home in line with [government guidelines](#). This will be communicated to staff, Residents and visitors ahead of any visits being scheduled. The visitor testing procedure will:

- | Identify a designated testing area that visitors will enter ahead of visiting Residents. The designated testing area will be large enough to allow social distancing to be maintained before, during and after the testing process and have space for the storage of tests. LFD kits must be stored separately from PCR kits, but can be stored at room temperature. There should be a separate entrance from the care home, where possible, and a one-way system through the testing area. There should also be a waiting area for visitors to sit whilst awaiting their results. The testing area must meet fire safety regulations and must be well ventilated
- | Ensure that visitors have no contact with Residents prior to receiving their test results. Where a positive result is received, they must immediately leave the premises and self-isolate. A confirmatory PCR test should be completed by the visitor when this occurs, which can be obtained by [booking a test](#)
- | Ensure visitors are informed of testing guidance and the expectations at Albany House Residential Care Home by issuing the [visitor testing guidance pack](#) and resources available within the Forms section of this policy
- | Ensure staff training in lateral flow devices is in place prior to testing being undertaken at Albany House Residential Care Home and the online NHS Test and Trace training is completed. Albany House Residential Care Home will receive an email to confirm access to this training. Where this is not received, call 119

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- | Ensure supplies of lateral flow devices are sufficient to support visitor testing at Albany House Residential Care Home. The government will provide sufficient supplies to allow the testing of two visitors per Resident, twice a week
- | Ensure that there are appropriate PPE supplies in place in addition to testing processes taking place
- | Prepare consent forms so that formal consent can be gained on the day of testing
- | Ensure that devices are available to support registration of the test kits where this is required
- | Ensure that the Unique Organisation Number (UON) is visible within the testing area
- | Ensure that the waiting area is cleaned between each visitor
- | Ensure there is only one visitor waiting at a time

5.8 Visit Management Protocols**Pre-Visit**

- | All visits must be pre-booked by an allocated member of staff and will be by appointment only
- | Visitors will be made aware when the visit is booked that they must not visit when unwell or displaying any signs of a cold/flu, respiratory or COVID-19 symptoms or if they have been in contact with anyone who has been/is displaying symptoms of COVID-19
- | The Visitor Code will be clearly displayed and will be provided to the visitor prior to their visit
- | Visitors will be made aware not to travel to Albany House Residential Care Home if they are coming from an area that has been placed at high risk
- | Visitors will be made aware of the visitor testing procedure at Albany House Residential Care Home
- | Albany House Residential Care Home will appoint an allocated member of staff to ensure that visitors testing is completed correctly, and that visitors don and doff PPE correctly

On the Day

- | On arrival, the visitor must report to the designated testing area
- | The visitor will have a temperature check and complete a health screening questionnaire in relation to COVID-19 symptoms
- | Any visitors displaying coronavirus symptoms within the last 10 days or anyone who is a household contact of someone with COVID-19, or who has been advised to self-isolate by NHS Test and Trace will not be permitted entry
- | Albany House Residential Care Home will record the contact name, phone number and email address (where available) of the visitor to support any Test and Trace requirements. Staff can access the COVID-19 Visitor Tracker available within the QCS Management System to manage this process
- | The visitor and the Resident must have been given the Visitor Code at Albany House Residential Care Home and have agreed to it
- | Formal consent for the test to be completed will be gained from the visitor
- | A lateral flow device test will be completed by the visitor under staff supervision, and registered as per [government guidelines](#)
- | The visitor will wait in the designated waiting area until a test result has been received
- | Visitors must follow the appropriate hygiene measures in place such as washing hands and the use of hand sanitiser
- | Where a positive result has been received, the visitor will not be granted entry to Albany House Residential Care Home and must complete a confirmatory PCR test before leaving to self-isolate. The PCR test will be collected by priority courier from Albany House Residential Care Home
- | Where an invalid result is received, repeat the process again with a spare LFD kit, if this still comes back invalid it is recommended to follow the positive result process and not allow entry
- | Where a negative result has been received, the visitor will be permitted to visit a Resident
- | Visitors will be reminded and provided facilities to wash their hands for 20 seconds or use hand sanitiser on entering and leaving Albany House Residential Care Home. Guidance on cough etiquette will be provided
- | Visitors will be required to use a face covering when visiting and advised to wash their hands

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thoroughly (or use hand sanitiser) before and after putting it on and taking it off. A face covering is not a medical/surgical mask

- | Other appropriate PPE may be required to be worn during the visit and around the grounds and buildings of Albany House Residential Care Home
- | Albany House Residential Care Home will limit the numbers of visitors to a single constant visitor per Resident, wherever possible. This, for example, means the same family member visiting each time to limit the number of different individuals coming into contact. This is to limit the overall number of visitors to Albany House Residential Care Home and/or to the individual, and the consequent risk of infection. An absolute maximum number of constant visitors for each Resident is two, as per government guidelines
- | Visitors will have no contact with other Residents and minimal contact with staff at Albany House Residential Care Home (less than 15 minutes/2 metres). Where needed, conversations with staff can be arranged over the phone following an in-person visit
- | Child visitors are not permitted at this time
- | Risk assessments may identify that some visits may need to be supervised and this will be discussed before the visit
- | Social distancing protocols must be strictly observed, e.g. 2-metre distance where possible, at all times, with no physical contact
- | Visitors will be informed that facilities such as toilets, access to refreshments etc. will not be accessible during the visit
- | Visiting spaces will only be occupied by one Resident and their visitor at a time; in between visits, enhanced cleaning of the space will take place
- | If visitors bring in gifts and other items to the Resident, they will need to be wiped or washed before the Resident receives them
- | Regular cleaning of the testing area (including registration devices) will take place between visitor testing

If a visitor does not follow the Visitor Code or the above rules, or any other requests issued by staff, Vibin Parambil Francis will be informed and restrictions may be applied to future visits.

5.9 Staff Support

Staff will be provided with support to address any anxieties that may present as well as to offer guidance and advice as to how to facilitate visits safely and in line with all the relevant guidance.

This includes supporting family members with the following in readiness for a visit:

- | To support with the visitor testing procedure at Albany House Residential Care Home providing information and guidance on the new procedure in place
- | How to prepare for a visit, giving training on how to communicate if face coverings are required, for example:
 - | Speaking loudly and clearly
 - | Keeping eye contact
 - | Not wearing hats or anything else that might conceal their face further
 - | Wearing clothing or their hair in a way that a Resident would more likely recognise
- | To provide reassurance to visitors, including that some people with dementia might struggle at first to remember or recognise them. Staff should try and prepare the Resident for a visit, perhaps by looking at photographs of the person who is due to visit, and talking to them about their relationship

5.10 Infection Control in the Wider Environment at Albany House Residential Care Home

All visiting at Albany House Residential Care Home will be undertaken in line with the infection control principles at Albany House Residential Care Home and CC18 - Infection Control Policy and Procedure will be adhered to. This policy also details extra infection control precautions that will be in place when visiting is underway at Albany House Residential Care Home, these are documented within the visit management rules in section 5.8 and include:

- | Pre-screening visitors before entry to ensure that no one is currently experiencing symptoms or been in contact with anyone with COVID-19



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- | Visitor testing prior to entry to Albany House Residential Care Home; anyone with a positive test result will not be permitted entry
- | A record of any visitors to Albany House Residential Care Home, as well as any interactions (such as, person visits their loved one who is also visited by a chaplain in the course of the visit)
- | Facilities for visitors to wash their hands for 20 seconds or use hand sanitiser on entering and leaving Albany House Residential Care Home
- | Visitors will be encouraged to walk or cycle if they can to Albany House Residential Care Home
- | Appropriate PPE will be worn during visits and availability of additional PPE, such as aprons and gloves, will be in place where they may be required
- | Any guidance, procedures or protocols put in place by Albany House Residential Care Home to ensure compliance with infection prevention control will be provided to the visitor to read on arrival
- | Enhanced cleaning will take place of all visiting spaces after each visit and a time interval maintained between visits to allow ventilation, where it is not outdoors

5.11 Closing Albany House Residential Care Home to Visitors

In the event of an outbreak in Albany House Residential Care Home or evidence of community hotspots or outbreaks, Albany House Residential Care Home may rapidly impose visiting restrictions to protect vulnerable Residents, staff and visitors. In this situation, Albany House Residential Care Home will set out alternative options to maintain social contact for Residents while providing regular, personalised updates to Residents' loved ones. Any home closure will be carried out in consultation with West Sussex county council and the Director of Public Health.

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**6. Definitions****6.1 COVID-19**

- | Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus
- | Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease and cancer are more likely to develop serious illness
- | VUI-202012/01 is the name of the new variation of the covid virus. This strain is believed to be causing the virus to spread more quickly. It is not thought however to be causing more serious infections or that the vaccines will not work because of the change.

6.2 Pandemic

- | A pandemic is the worldwide spread of a new disease

6.3 Test and Trace

- | The NHS test and trace service ensures that anyone who develops symptoms of coronavirus (COVID-19) can quickly be tested to find out if they have the virus, and also includes targeted, asymptomatic testing of NHS and social care staff and care home residents. It helps trace close, recent contacts of anyone who tests positive for coronavirus and, if necessary, notifies them that they must self-isolate at home to help stop the spread of the virus

6.4 Essential Family Carer (EFC)

- | A resident's family member or friend whose care for a Resident is an essential element of maintaining their mental or physical health. Without this input a Resident is likely to experience significant distress or continued distress.

6.5 Director of Public Health (DPH)

- | The role of a DPH includes to formally lead efforts to suppress and manage outbreaks, they will provide advice to care homes to support dynamic risk assessing
- | DPHs have the power to issue directions to care homes to close to visiting or take further steps

6.6 Lateral Flow Antigen Testing

- | This involves processing a throat and nasal swab sample within an extraction fluid and a lateral flow device (LFD)
- | The LFD detects a COVID-19 antigen that is produced when a person is infectious with COVID-19. If the antigen is present, then a coloured strip will appear which indicates a positive result

**Key Facts - Professionals**

Professionals providing this service should be aware of the following:

- | Re-opening to visitors can only take place following a risk assessment process that is both individual to each Resident and which takes into account the environment and the needs of everyone at risk in the home
- | In order to keep everyone safe, Residents and visitors must abide by the Visitor Code and this will be offered before the visit takes place
- | Visits will be by appointment only
- | Albany House Residential Care Home will explain to staff, Residents and families what the changes are due to COVID-19 and how Albany House Residential Care Home plans to keep everyone safe
- | A visitor testing process will be implemented at Albany House Residential Care Home to support the safe acceptance of visitors
- | Indoor visits are not permitted in during national lockdowns except for exceptional circumstances such as end of life

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**Key Facts - People affected by the service**

People affected by this service should be aware of the following:

- | We absolutely recognise the difficulties and impact that not seeing loved ones face-to-face may have had and we are following Government advice closely to ensure your safety
- | Where we are able to start offering visiting face-to-face, this will be on an individual basis and following a risk assessment that considers everyone's safety within Albany House Residential Care Home
- | A Visitor Code is available that details the responsibilities of all parties during visits and the requirement for safe practice at all times
- | Visits will be by appointment only and may be limited in order to accommodate others
- | We will be working with the local Infection Control Team and will take their advice on how and when we reopen to visitors

**Further Reading**

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

Alzheimer's Society - Keeping in touch with a person with dementia in a care home through coronavirus:

<https://www.alzheimers.org.uk/get-support/coronavirus/dementia-care-home-support>

NHS England and NHS Improvement - Clinical guide for supporting compassionate visiting arrangements for those receiving care at the end of life:

<https://www.nice.org.uk/media/default/about/covid-19/specialty-guides/supporting-compassionate-visiting-arrangements-for-those-receiving-care-at-the-end-of-life.pdf>

Capacity Tracker - Insight for Care:

<https://carehomes.necsu.nhs.uk/>

**Outstanding Practice**

To be 'outstanding' in this policy area you could provide evidence that:

- | All stakeholders have been involved in considering how Albany House Residential Care Home can safely accommodate visits
- | Relatives and Residents are positive about their experiences with how changes during COVID-19 have been communicated
- | Albany House Residential Care Home has completed thorough risk assessments and Care Plans reflect visiting arrangements or how a Resident maintains contact with loved ones
- | The wide understanding of the policy is enabled by proactive use of the QCS App



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Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
Keeping You Safe - CC126	A template for Residents to explain about the COVID-19 measures relating to visitors.	QCS
Keeping your Loved One Safe - CC126	A template bulletin for Residents' friends and family to share with relatives and friends.	QCS
Visitor Code - CC126	Before visitors are able to come to the home, the Visitor Code must be shared with the Resident and visitor.	QCS
Types of Visit - CC126	A guide for the types of visit available and consideration to take into account before re-opening your service.	The Care Provider Alliance - Visitors Protocol - CPA Briefing For Care Providers (2020)
Visitor COVID-19 Questionnaire - CC126	To support Track and Trace for visitors to the home.	QCS
Letter for Visitors about Re-opening and Lateral Flow Tests	To communicate with visitors.	QCS (adapted from NHS England and NHS Improvement coronavirus)
Visitor Testing Guidance Pack - CC126	When testing visitors at the service.	UK Government

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Our priority has always been your safety and wellbeing. Closing our doors to visitors has been one of the most difficult decisions we have had to make and we understand the impact that this has on you and the people you care for. We do not know how long the Coronavirus will affect all our lives but wanted to share with you what we are doing to keep you safe and well.

Reducing the Risk from COVID-19

- We closed our doors to all visitors on **(Insert Date)**. Any visitors, such as visiting health professionals, only enter the home if it is necessary and if they have followed strict infection control procedures. This includes wearing the correct personal protective equipment and of course, making sure that good hand hygiene is always followed
- You will have seen the news about concerns about masks, gloves and aprons. We want to assure you that we are following the correct procedures to make sure we protect you and our staff. We are keeping up to date with all the guidance and are making sure that our staff know how to use the correct equipment
- Any staff with symptoms or staff who have been in contact with anyone with COVID-19 are not coming to work and are following the Government guidance on self-isolation
- We are monitoring all Residents for symptoms by **(Insert information about any checks you are making)**. We understand that not everyone will have the same symptoms of a persistent/new cough and temperature or loss of smell and taste and our staff understand the need to look for other symptoms and act immediately
- Where we have concerns, we act immediately. **(Insert what measures you take in your home, e.g. isolating, moving rooms etc.)**

Isolation

- The social distancing measures have been described as one of the biggest collective sacrifices since World War 2. It is hard. It is hard for our staff, we know it is hard for you and it is especially hard for your loved ones not to be able to be with you in the usual way. We have been working to make sure that your loved ones can keep in touch and we have done the following: **(Insert what you have done)**
- Making sure that you are happy is just as important to us as making sure that you are healthy. We continue to offer a range of activities and here are some examples:**(Insert examples)**

Thank you for all your support and if you do have any concerns or want to talk to us about anything, please speak to **(Insert name and contact details)**.

Albany House Residential Care Home
Albany House Residential Care Home , 11-13 Stocker Road , Bognor Regis, West Sussex, PO21 2QJ

Our priority has always been your safety and the wellbeing of your loved one. Closing our doors to visitors has been one of the most difficult decisions we have had to make and we understand the impact that this has on you and the people we care for. We do not know how long Coronavirus will affect all our lives but wanted to share with you what we are doing to keep your loved one safe and well.

Reducing the Risk from the Virus

- We closed our doors to all visitors on **(Insert Date)**. Any visitors, such as visiting health professionals, only enter the home if it is absolutely necessary and if they have followed strict infection control procedures. This includes wearing the correct personal protective equipment and of course, making sure that good hand hygiene is always followed
- You will have seen the news about concerns about masks, gloves and aprons. We want to assure you that we are following the correct procedures to make sure we protect the people we care for and our staff. We are keeping up to date with all the guidance and are making sure that our staff know how to use the correct equipment
- Any staff with symptoms or staff who been in contact with anyone with COVID-19 are not coming to work and are following the Government guidance on self-isolation
- We are monitoring all Residents for symptoms by **(Insert information about any checks you are making)**. We understand that not everyone will have the same symptoms of a persistent/new cough and temperature or loss of smell and taste and our staff understand the need to look for other symptoms and act immediately
- Where we have concerns, we act immediately. **(Insert what measures you take in your home e.g. isolating, moving rooms etc.)**

Isolation

- The social distancing measures have been described as one of the biggest collective sacrifices since World War 2. It is hard. It is hard for our staff, we know it is hard for you and it is especially hard for our Residents not to be able to be with you in the usual way. We have been working to make sure that your loved one can keep in touch and we have done the following: **(Insert what you have done)**
- Making sure that our Residents are happy is just as important to us as making sure they are healthy. We continue to offer a range of activities and here are some examples: **(Insert examples)**

Thank you for all your support and if you do have any concerns or want to talk to us about anything, please speak to **(Insert Name and contact details)**

Our Visiting Policy

- We understand the importance that visitors have in the lives of the people who live at Albany House Residential Care Home. We intend to enable safe visiting and follow government and local guidance to achieve this
- Protecting the people who live and work at Albany House Residential Care Home is critical. We will refuse entry to Albany House Residential Care Home to anyone who has COVID-19 or its symptoms or who has been in contact with someone with suspected or confirmed COVID-19
- The decision to open to visitors at Albany House Residential Care Home is made in agreement with the Senior Management at Albany House Residential Care Home, the Public Health England Health Protection Team and the Clinical Commissioning Group. This decision is based on a risk assessment, the transmission of the virus within the community and within the home
- In the event of any suspected or actual outbreak of COVID-19, or a suspected or known case of COVID-19 within Albany House Residential Care Home, visitor restrictions may need to be immediately implemented which suspend some of these ways of re-opening Albany House Residential Care Home safely. It may include the exclusion of any non-essential visitors. This will be implemented in a transparent manner with open and clear communication to Residents and relevant family members. We will not take this decision without carefully considering the impact on Residents, their families and friends
- Albany House Residential Care Home will review frequently how it enables visits in person to Albany House Residential Care Home as COVID-19 risks change within the local community
- We will support visitors with lateral flow tests that will enable face-to-face visiting again
- We will follow government guidance on what is allowed in each Tier. We are aware that if we are in Tier 4 , indoor visit are not allowed except for End of Life Residents.

Responsibilities of Albany House Residential Care Home

- We are responsible for ensuring that we support our Residents to meet with family and friends if they wish and that staff have the ability to support this. This support includes having written policies and procedures so that all staff understand what they need to do
- We will identify other ways to connect with friends and family when face-to-face visits are not possible. We will use technology such as video conference or telephone calls to compensate for limited visits
- We will ensure that we are open and transparent and we will keep family members informed about their own relative's COVID-19 status (suspected or confirmed) where their relative has provided consent or a best interest decision has been made
- Where the Resident has an appointed power of attorney, relevant person's representative or another formal role, they will be informed of any changes in health including COVID-19
- We will provide timely and regular updates to Residents and their nominated individuals on the impact of COVID-19 in Albany House Residential Care Home and on visiting
- If we have an outbreak of COVID-19 in the home, we will inform Residents and will support them to communicate this to relatives and friends where required

Resident Rights

- You have a right to have visitors into the home in accordance with the Visiting Policy and Procedure except where we are in Tier 4
- You have a right to have access to timely and regular updated information about the risks of COVID -19 in Albany House Residential Care Home including any outbreaks. We will not, however, disclose the names of individuals
- You have a right to maintain contact with your local community outside Albany House Residential Care Home, including to participate in religious and cultural gatherings. We will support you to do this via alternate means such as online or on the phone

Albany House Residential Care Home
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- You have a right to be provided with additional ways to connect such as video conference or telephone calls, in addition to a limited number of in-person visits
- You have a right to transfer to other accommodation or an alternate care home, following discussions with other health professionals and an assessment of needs
- You have a right to make a complaint, comment or suggestion using our complaints procedure if you are not satisfied

Visitor Responsibilities

We request that you follow this Visitor Code and that you:

- Do not visit when you are unwell or displaying any signs of a cold/flu, respiratory or COVID-19 symptoms
- Do not travel from a higher tier to visit.
- Respond truthfully to COVID-19 screening questions asked by staff at Albany House Residential Care Home
- Agree to temperature checks before coming into Albany House Residential Care Home where required
- Agree to visitor testing upon arrival at Albany House Residential Care Home
- Treat all staff with respect and courtesy and follow their instructions
- Contact Albany House Residential Care Home before visiting, to agree a mutually convenient time
- Follow social distancing requirements as well as infection and prevention control measures such as washing hands, use of visiting windows or visiting in designated areas as directed by staff
- Do not bring children under 16 on visits
- Avoid travelling to Albany House Residential Care Home on public transport wherever possible, walk or cycle where you can
- Deliver gifts and other items to the Resident, as long as they can be wiped or washed before the Resident receives them
- Wear Personal Protective Equipment in line with the guidance provided by Albany House Residential Care Home
- Respect the request that a maximum of two constant visitors will be allowed

Visits may occur in a **number of ways**:

- **Window visits:** This will need safe ground floor window access for both residents and their visitors and the relevant social distancing and PPE measures will need to be observed
- **Garden visits:** Relevant PPE measures and social distancing will apply. Independent access to the garden will be needed to avoid visitors moving through the care setting to the garden. Providers will need to consider how to facilitate garden visits in different weather conditions, how to ensure cleaning of areas and any items used between visits and keep everyone safe, whatever the weather
- **Drive through visits:** These are facilitated visits in the car parks of homes. Again, any relevant PPE measures and social distancing will apply
- **Designated areas within a care setting where settings allow for this:** depending on the physical layout of the care setting, it may be possible to enable visits to an identified location inside the care home reserved for this purpose, that facilitates good ventilation, social distancing, ease of access by residents, and limits visitor journeys through the residential areas. An example might include the use of a conservatory as a designated visiting area
- **In-room visits:** These visits may continue to be facilitated as appropriate, in line with national guidance where LFTs are available (Tier 1-3 only) or for end of life visits to ensure the person can die with dignity and comfort, taking into account their physical, emotional, social and spiritual support needs

The range of visits made available will be negotiated between the care providers, their residents, their staff and their visitors. It may be possible for residents and visitors to have visits in a variety of these forms, as circumstance allow.

Adapted from The Care Provider Alliance - Visitors Protocol - CPA Briefing For Care Providers (2020)

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Your First Name		
Your Surname		
Your Address		
Your contact phone number		
Date of your visit		
Who are you visiting?		
Do you have any of the following symptoms?		
• Cough	Yes	No
• Fever	Yes	No
• Loss of smell/taste	Yes	No
Have you been in contact with anyone with either confirmed or suspected COVID-19 in the last 14 days?	Yes	No
Have you travelled overseas in the last 14 days?	Yes	No
Do you consent for your information above to be stored for 28 days and then destroyed securely?	Yes	No
Is your lateral flow test positive or negative?	Positive	Negative

Do you consent for your information above to be stored for 28 days and then destroyed securely?

Privacy Statement – This information is used to support COVID-19 track and trace. It will be stored confidentially and destroyed after 28 days.

[Insert Date]

Dear **[Insert Name]**,

We are pleased to announce that following recent Government guidance we are in a position to start rolling out visitor testing within our care home. This will enable us to offer regular testing of visitors, and when combined with other infection prevention and control measures (such as PPE), we can support more meaningful visits with loved ones. We are determined to work together with you to find the right balance between the benefits of visiting on wellbeing and quality of life, and the risk of transmission of COVID-19 to our staff and people who live at Albany House Residential Care Home who may be more vulnerable to COVID-19.

We will start testing visitors from **[insert date]**. As part of our welcoming visitors back into Albany House Residential Care Home and keeping everyone safe, we ask that you book your visits in advance.

This letter sets out more about what the testing process will involve, what it will mean for you, and other precautions we ask that you take to keep your loved ones, our other Residents and our staff safe, ensuring we fulfil our responsibility to minimise the community transmission of COVID-19.

In the event of an outbreak in Albany House Residential Care Home, we will have to close to visitors with the exception of residents who are end of life and will do so on the advice of the Director of Public Health.

What does testing involve?

You will be asked to take a test using a new technology called a Lateral Flow Test (LFT). You will need to have this test before you visit face-to-face. This test will check within 30 minutes if you have COVID-19. You will be asked by our staff to wash your hands and blow your nose and then swab each nostril 10 times.

It is very straightforward, and you will be supported throughout the process by a member of staff from Albany House Residential Care Home. Full instructions will be given to you when you arrive for your visit.

What you will need to do:

- Book a visit ahead of time. This allows us to space out the visits and maintain a COVID-safe environment
- Agree with your loved one who are the 2 people (max) who will be visiting consistently. We will add this to the care plan. Agree who will communicate with family and friends who the designated visitors will be

Each Time you Visit Albany House Residential Care Home

- You will be provided with PPE and asked to put it on as advised by a member of staff. This will include gloves, mask and apron. See the end of this letter for a pictorial guide on how to correctly put on and take off PPE. A staff member will help you with this
- Your temperature will be taken by a member of staff
- You will be asked to sign a consent form to take the test and share personal information with us so we can record and tell you your result
- You will be checked in for your visit

Take your Test

- After you check in, you will be given a swab
- You will then need to take your nose swab, supervised by one of our trained staff members. We will walk you through how to swab yourself, which will only take about 30 seconds to do
- Once you have handed over the swab, you will be asked to wait until your result is ready, which will take approximately 30 minutes
- You will need to stay in the waiting area and continue to wear the PPE provided

Your Results

We will tell you your result.

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- **Positive:** You will not be able to visit. You must go home immediately and self-isolate. You will have to take a second test which is a confirmatory PCR test which we will provide and register for you. You will receive your result in around 72 hours and you need to self-isolate until you get your result. If you test positive, NHS Test & Trace may contact you to ask you for your contacts
- **Inconclusive:** We will ask you to do another LFT test. If this is inconclusive too, we will discuss your visit with you
- **Negative:** Your visit will be able to go ahead, as long as you comply with all other infection prevention and control measures (see below). This does not guarantee that you definitely do not have COVID-19, so we still need to make sure visits take place in a safe way, such as ensuring you wear your PPE at all times. If you have any questions about this, please do ask

It's important to recognise that a negative test will provide us with some assurance as to whether you are carrying the COVID-19 virus. However, it is not a guarantee. To keep your loved one and our care home safe, we ask that you please follow the below guidelines:

- Stay home if you are feeling unwell, including if you have a fever, a cough or a change in your taste and smell
- Follow national guidance outside of your visit, including limiting your contact with other people and wearing a mask in public if possible
- Observe social distancing with anyone outside of your household or bubble and wash your hands regularly
- Wear PPE when moving around Albany House Residential Care Home and during your visit

Can you have physical contact with your loved one?

- Provided you are wearing appropriate PPE, and following other infection control measures, then it will be possible for you to be have physical contact with your loved ones, such as providing personal care, holding hands and a hug

Please remember that you must not:

- Take off any PPE according to guidance from the member of staff
- Enter any part of Albany House Residential Care Home that has not been agreed by our staff

We appreciate you working with us to ensure that we can enable safe visiting and should you have any queries, please do not hesitate to ask.

Yours sincerely,

[Insert name]

on behalf of Albany House Residential Care Home



Visitors Testing Guidance Pack

Lateral Flow Devices (LFD) in care homes

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Overview

Visiting is a central part of care home life. It is crucially important for maintaining health and wellbeing and quality of life for residents. Visiting is also vital for family and friends to maintain contact and life-long relationships with their loved ones and contribute to their support and care (often as essential carers).

To support meaningful visiting, the Department of Health and Social Care is rolling out new rapid tests to care homes to test visitors. This will enable care homes to offer regular testing of visitors, to support more meaningful visits with loved ones.

While testing visitors can reduce the risk associated with visiting, it does not completely remove the risk of infection. When used alongside robust **Infection Prevention and Control (IPC)** measures such as **Personal Protective Equipment (PPE)**, it can support care homes to safely maintain a balance between infection control and the vital benefits of visiting to the health and wellbeing of residents.

Friends and relatives have a very important role and responsibility to help care homes to keep their loved ones safe. Please think of yourself as part of a team with the care home staff. By carefully following the steps described in this document and requirements laid out by the home, you will be playing your part in helping to protect not just your loved one, but all the people with whom they share their home, from the risk of infection.

What to expect with LFD testing in care homes

Care homes will contact relatives and friends of residents to let them know when testing for visitors will be made available. You will be asked to complete a test every time you visit.

Please read this Visitors Guidance Pack carefully so that you know what to expect for your visit, as well as the precautions the home will ask that you take to keep your loved ones and all their residents and staff safe.

In the event of an outbreak in a care home, please note that apart from in exceptional circumstances, visits will not be allowed.

Do I have to be tested in order for me to visit my relative?

Testing is really important to help us to identify people who might be carrying Coronavirus but not showing symptoms. Testing may not identify everyone that is currently infectious, but alongside wearing PPE and following other infection prevent and control measures, testing helps keep the care home and your loved ones safe.

If you do not want to take a test or testing is not available on the day you visit, please do discuss this with our care home manager. Without testing, indoor visits may still be possible in Tier 1 areas provided they are limited to two people, with social distancing, no physical contact, full PPE and good hand hygiene observed at all times. Testing is by far the preferable option and should be used where possible

In all tiers outdoors visits and those where the resident and visitor are separated by a substantial screen can be made available without the need for testing.

The home will decide how best to manage visits based on clinical guidance on infection control and testing and will talk through possible options for visits. Please be aware that organised visits are at the home's discretion, and based on an individualised risk assessment, the care home manager may advise that it might not be possible to facilitate visits with you at this time.

Preparing for your visit

To keep your loved one and the care home safe, we ask that you please follow the below guidelines:

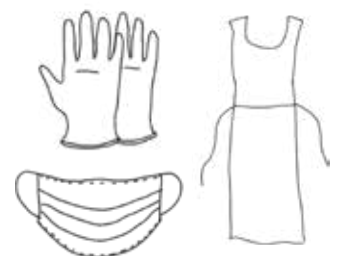
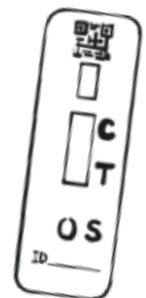
- ✓ **Stay home if you're feeling unwell**, including if you have a fever, a cough or a change in your sense of taste and smell.
- ✓ **Follow national guidance outside of your visit**, including limiting your contact with other people and wearing a face covering in indoor settings where social distancing may be difficult, and where you will come into contact with people you do not normally meet.
- ✓ **Observe social distancing** with anyone outside of your household or bubble and wash your hands regularly.

On the day of your visit

You'll be asked to take a test using a new technology called a **Lateral Flow Device (LFD)** test. You'll be tested before visiting your relative to check if coronavirus can be detected. Lateral flow testing is not a fool proof solution: it should be taken in addition to **Personal Protective Equipment (PPE)** and other **Infection Prevention and Control (IPC)** measures and must not be seen as a way of relaxing their use.

For this, the home will ask you to do a throat and nose swab every time you visit and then will let you know your result in 30 minutes. The home will ask you to complete the swabbing yourself, supervised by a member of staff. A swab is a small piece of soft, absorbent material on a plastic stick that is used to take a sample from your nose and throat.

The test is very straightforward and you'll be supported throughout the process by a trained member of staff from the care home.



Key steps during the test

1

When you first enter the care home:

- A staff member will provide Personal Protective Equipment (PPE) and support you with putting it on. This will include:



Gloves



Mask



Apron

See page 9 for more details on how to properly put on PPE.

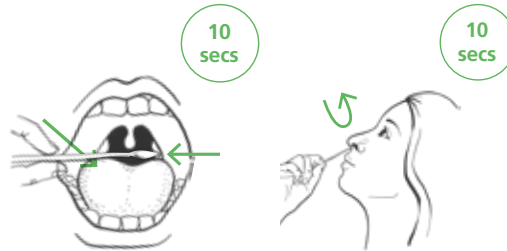
- A staff member will take your temperature.
- You'll be asked to **sign a consent form** that you agree to taking the test and sharing your result. The home may also ask that you share personal details including your date of birth, ethnicity, and contact details to support you with registering your test result. Registering your test result is important because it links you to your individual test kit.
- A staff member will check you in for your visit.
- A staff member will provide you with **4 copies of your test kit barcode**. One copy is for a staff member to put on your lateral flow device, and the others are copies. These barcodes will track your individual test to you. Make sure to keep these copies with you throughout the rest of the testing process.



2

Taking your test:

- After you check in for your test, a member of staff will direct you to move to the testing area.
- You will hand one copy of your barcode to the member of staff supporting your testing process.
- A member of staff will hand you a packaged swab.



- You will then need to take your own throat and nose swab, supervised by a member of staff. They will walk you through how to swab yourself which will only take about 30 seconds to do. See page 12 for more details on how to swab yourself.
- Once you have handed over the swab, you will be asked to wait in a designated area until your result is ready. This will take approximately 30 minutes.



3

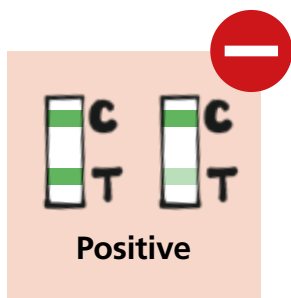
Receiving your result:

- After 30 minutes, a staff member will tell you your result.
- Once you have received your result, you will need to register your test kit online with your own mobile device or a device provided to you if you do not have a mobile. If you are not able to register your own result, a member of staff can help you but they'll need to take down your personal details. See **page 11** for more details on how to register your test result.



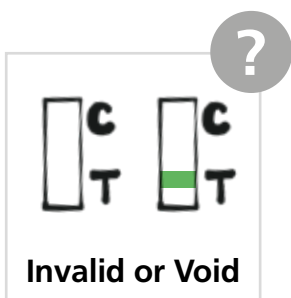
What does your result mean?

Care home staff will help you process your test and give you a result within 30 minutes. The result will affect whether you can complete your visit in the following ways:



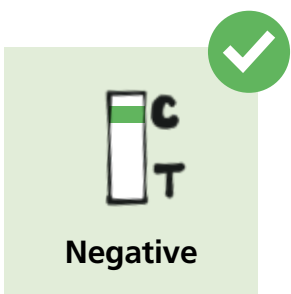
Positive result

you will not be able to visit. You will have to take a second test, which is a confirmatory **Polymerise Chain Reaction (PCR)** test that the home will provide for you. You will have to take the test and register it on site, then go home immediately and self-isolate until you receive your result. NHS Test & Trace will text, e-mail, or call you with your result in around 72 hours. If you test positive, NHS Test & Trace may contact you to ask you for your close contacts.



Invalid or void result

The home will ask that you take another LFD test. If the retest comes back as invalid, the home will recommend that you do not complete the visit unless both you and the home are in Tier 1, and other IPC measures, including social distancing and PPE, are followed.



Negative result

Your visit will be able to go ahead, as long as you comply with all other IPC measures (see below). It is possible that you may still have COVID-19, so the home will need to make sure you wear PPE at all times and ensure that the visit takes place in a safe way. If you have any questions about this, please ask the care home manager and staff for advice.

During your visit

It is important to recognise that a negative test will provide us with some assurance that you are not carrying the virus. However, the test is not a complete guarantee. To keep your loved one and the care home safe, we ask that you please follow the guidelines below during your visit.

Inside the care home, wear your face mask and any other PPE that you were asked to wear by a member of staff. Please continue to follow their visiting policy.

What can you do during your visit?

- ✔ Holding hands and personal contact are allowed if you have a negative test result and PPE, but visitors should minimise contact as much as possible to reduce the risk of transmission.
- ✔ Bringing along food to the resident is also allowed.

During your visit, please make sure:

- ✔ You keep your PPE on at all times
- ✔ You only go to the part of the care home that is permitted for your visit
- ✔ You follow carefully any guidance and instructions provided by care home staff

Instructions for putting on PPE



1

Perform hand hygiene using soap and water or alcohol hand gel.



2

Put on a plastic apron and tie it at the waist.



3

Put on a surgical face mask, positioning upper straps on the crown of your head, lower strap at nape of neck. With both hands, mould the metal strap over the bridge of your nose.



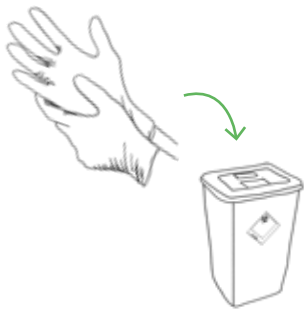
4

Put on plastic gloves.



You are now ready to enter the care home testing area.

Instructions for removing PPE safely



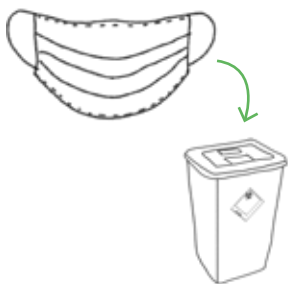
1

Remove gloves; grasp the outside of the cuff of the first glove and peel off, holding the glove in the gloved hand, insert the finger underneath and peel off second glove.



2

Snap or unfasten apron ties at the neck and let the apron fold down on itself. Break ties at waist and fold apron in on itself – do not touch the outside – this will be contaminated. Discard apron.



3

Remove surgical mask carefully, and put into clinical waste.



4

Perform hand hygiene using soap and water or alcohol hand gel or rub.

How to register your test kit

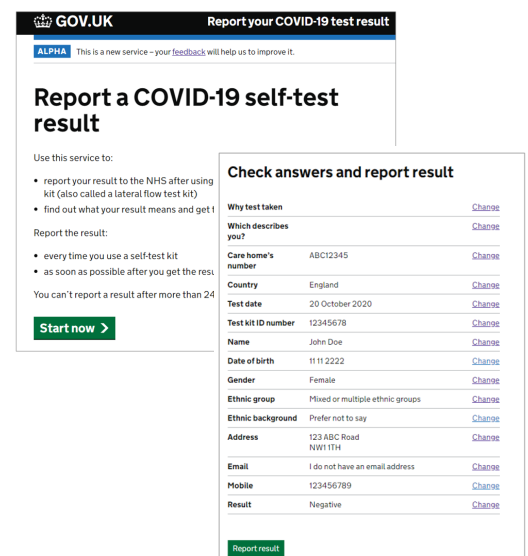
Once your result is determined, your test kit needs to be registered online using a self-test registration form. You can complete this form using your own mobile phone or a mobile device provided by the home. Once the form is complete, you will follow the appropriate guidance based on your result as set out above on page 7.

If you cannot complete this form yourself, a member of staff can complete it for you. They will ask you to provide some personal details required in the form.



Details needed for the online registration form:

- Full name
- Date of birth
- Gender
- Ethnic group
- Home address
- Contact details, including mobile number and e-mail address
- The barcode number of your test kit
- Date and time of their test
- Test result



GOV.UK Report your COVID-19 test result

ALPHA This is a new service – your feedback will help us to improve it.

Report a COVID-19 self-test result

Use this service to:

- report your result to the NHS after using kit (also called a lateral flow test kit)
- find out what your result means and get help

Report the result:

- every time you use a self-test kit
- as soon as possible after you get the result

You can't report a result after more than 24 hours.

[Start now >](#)

Check answers and report result

Why test taken		Change
Which describes you?		Change
Care home's number	ABC12345	Change
Country	England	Change
Test date	20 October 2020	Change
Test kit ID number	12345678	Change
Name	John Doe	Change
Date of birth	11 11 2222	Change
Gender	Female	Change
Ethnic group	Mixed or multiple ethnic groups	Change
Ethnic background	Prefer not to say	Change
Address	123 ABC Road NW1 1TH	Change
Email	I do not have an email address	Change
Mobile	123456789	Change
Result	Negative	Change

[Report result](#)

Please make sure that if you are completing this form yourself that you complete it immediately after you receive your result (no later than one day after testing).




Self-swabbing instructions


Before you start:


When you check in for your visit, you will receive four copies of a unique barcode. Hand one copy to the tester before you take your swab sample so they can track the test device to you.

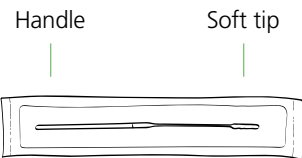



You may remove your face mask to self-swab.

1  Using the mirror to help, look inside your mouth, and find your tonsils at the back of the throat. Your tonsils or where they would be (if they had not been removed) are where you will swab your sample.

2  **Gently blow your nose into a tissue**
Throw the used tissue into the clinical waste bin provided. This is so that you get rid of excess mucus.

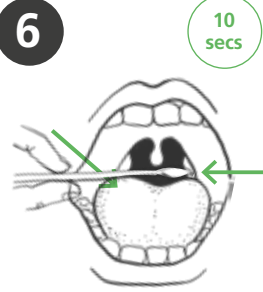
3  **Use hand sanitiser to clean your hands.**
This is so that you do not contaminate the test kit.


4  **A member of staff will hand you a packaged swab.**
Identify the soft, fabric tip of the swab.


5  **Peel open the package from the handle-side of the swab and gently take it out.**
This will be used for both throat and nose. Do not touch the soft tip of the swab.

Note: Do not touch your tongue, teeth, cheeks, gums, or any other surfaces with the fabric tip of the swab. The swab is invalid if it touches these parts, and you will need to get a new swab. If this happens ask a member of staff to get assistance.

The swabbing may feel uncomfortable. Do not insert the swab any deeper if you feel strong resistance or pain. If there is blood or vomit on the swab sample, please alert a member of staff.

6  **10 secs**
Holding the swab in your hand, open your mouth wide and rub the fabric tip of the swab over both tonsils (or where they would have been) at the back of the throat with good contact **at least 3 times** (use a mirror to help you do this). Carefully remove the swab stick from the back of your throat.

7  **10 secs**
Put the same end of the same swab gently into one nostril until you feel a slight resistance (about 2.5cm or 1 inch up your nose). Roll the **swab 5 times** along the the inside of the nostril.

8  **After collecting the sample hold the swab upright in your hand, do not put it down, and notify a staff member.**
Be careful not to touch any surfaces with the swab.

You are ready to hand back your swab.

Please notify a member of staff and use hand sanitiser after handing in your sample. Put your face mask back on for the rest of your visit.





UK Government



Need help?

If you have any questions or problems with this test kit, please call us.

Helpdesk number **119**.

Lines are open everyday, 7am to 11pm.

It is free of charge from any mobile or landline.

Thank you for supporting us.