



Visiting Protocol

This guidance supersedes previous visiting guides issued by ArmsCare Ltd.

This protocol aims to provide a set of principles to help service users safely receive visitors.

From the 1st April 2024, and in line with the information received from the Department of Health & Social Care, COVID-19 will be managed in line with other acute respiratory infections.

COVID-19 is still circulating in England; however, the impact has reduced due to the high levels of vaccinations among groups at higher risk and access to COVID19 treatments across the adult social care sector. Vaccination remains one of the most important defences against both COVID-19 and flu, ArmsCare Ltd encourage staff and service users to be vaccinated and to receive seasonal boosters to top up their immunity levels.

Outbreak management for COVID-19 will align with other acute respiratory infections – therefore LFD testing for outbreak management will now end. Routine COVID-19 testing of asymptomatic patients transferring from NHS settings into care homes will also end. However, testing may but undertaken if there is a local outbreak within the hospital setting.

Some service users may be eligible for COVID-19 treatments – ArmsCare Ltd will continue to follow the latest NICE recommendations.

We respectfully advise people with symptoms of an acute respiratory infection, including COVID-19, and a high temperature or who feel unwell, to try staying at home for 5 days and avoid contact with other people, until they feel well enough to resume normal activities and they no longer have a high temperature.

To limit the risk of infection

- Double vaccination for both the service user and visitor/s is highly recommended, but it is not a requirement.
- Visitors are also recommended to have a flu vaccination (if it is offered to them).
- Visitors must be free of any acute respiratory symptoms on the day of their visit.
- Visitors must not be unwell on the day of their visit (even if they are fully vaccinated and have received their booster)
- Visitors who have tested positive for COVID-19 in the last 10 days are recommended not to visit the Home.
- Visitors should not enter the care home if they have any symptoms of diarrhoea or vomiting, they should avoid visiting the care home until at least 48 hours after their last episode and they feel better.
- Visitors are recommended to use the hand sanitiser provided before and after their visit. Hand sanitiser should also be applied before and after putting masks/PPE on and taking them off.
- Coughs and sneezes must be caught in a tissue and your hands re-sanitised after the tissue has been disposed of.

Access inside the care home.

Contact with relatives and friends is fundamental to our service user's health and wellbeing and visiting is always encouraged. There should not normally be any restrictions to your visits into or out of our care homes. The right to private and family life is a human right protected in law (Article 8 of the European Convention on Human Rights). Where visiting is modified during an outbreak of COVID-19 or where a care home resident has confirmed COVID-19, every service user will still be entitled to receive one visitor inside the care home. End-of-life visiting will always be fully supported.

During your visit.

There are currently no restrictions to your visits, but visitors will be required to observe all infection control measures, PPE requirements and hand hygiene practice whilst on our premises. Due to the vulnerability of our service users, we also require all visitors to wear a face mask if there is a confirmed outbreak within the home. In the event of a suspected or actual outbreak, we will rapidly impose visiting restrictions to protect our vulnerable residents, staff and other visitors. During an actual outbreak service users will still be entitled to receive one visitor.

Visiting with children

It is very important that any children visiting are able to follow infection prevention control measures. Children must be supervised by their parent/guardian at all times.

Visiting with pets

We welcome visits from small animals into our Homes, however they must be kept on a leash and always supervised by an adult. Animals are not allowed to wander around the home and must be kept away from service users with known allergies.

Bringing in gifts of food

You are welcome to bring in gifts of food and drink for your loved ones. We respectfully remind you to hand goods that need to be kept chilled to staff so that it can date stamped and then placed in our refrigerators. Alcohol use is permitted in our Homes, please leave this with the staff who will check that it is suitable to take with prescribed medication/s.

Visits outside the home.

Currently there are no restriction for visits taking place outside of the Home.

Alternative means of communication

ArmsCare Ltd support our service users to use the following technologies:

- Digital mobile telephone
- FaceTime
- WhatsApp
- Zoom

Armscare Ltd will follow Government infection control guidance and will put in place measures to ensure your safety. However, we cannot guarantee that you will not become exposed to acute respiratory infections including the COVID-19 virus whilst visiting our premises. A copy of our insurance waiver notification is on display (copy are available on request).

Yours sincerely,



Jasmine Sehgal
Company Secretary