Standard Operational Procedure (SOP) Inpatient Visiting

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Accountable Director		Director of Quality, Professions & Workforce	
Document Author/Originator - **Any comments on this document should, in the first instance, be addressed to whc.policyqueries@nhs.net**		Lead Nurse, Inpatient Services/ Inpatient Service Manager	
If developed in partnership with another agency, insert details of the relevant agency		Not applicable	

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Responsibilities of all staff

It is your responsibility to ensure that, when following a WHC SOP, you familiarise yourself with the wider context, including the policies/documents listed below. Within all policies there are also links to other policies/documents and to further reading:

- SOP Enhanced Care (formerly Close Supervision)
- Health Service Control of Patient Information Regulations 2002

The information stated below is guidance to support Wiltshire Health and Care's approach to facilitate visiting within the inpatient settings during the Covid-19 pandemic. Any concerns/queries surrounding visiting should be discussed with the Clinical Nurse Lead and/or Inpatient Services Manager.

Purpose	To ensure a standardised approach to visiting during the COVID-19 pandemic and optimise staff, patient and visitor safety.
Key Information	This SOP has been developed using national guidance on www.gov.uk and will be subject to change as national guidance is amended.
Colleagues consulted in the development of this document	Sara Quarrie, Director of Quality, Workforce and Professions James Stone, Consultant Microbiologist/IP and C Craig Marshall-Aherne, Lead Nurse Inpatient Services Jessica Brookfield, Inpatient Services Manager Rachel Green, Head of Inpatient Services Steve Lobb, Data Protection Officer Infection Prevention & Control Policy & Oversight Group
Key words	COVID-19, contact, self-isolation, NHS Test & Trace, close contact, PCR, Lateral Flow Testing, Risk Assessment

Process:

- All visitors must book in advance via the Ward Clerk
- Up to two named visitors per patient are to be allowed a 60-minute visit independently, with only one visitor per day, for example a daughter one day and son the next. Families are advised to decide amongst themselves and advise ward staff to record who the two named visitors will be.
- All visitors to be asked during the pre-visit phone call to complete a lateral flow test (LFT) prior to visiting
- All visitors must confirm a negative LFT prior to their booked visit
- Visits outside of more than one visitor may be permitted at the discretion of the Senior Sister /Charge Nurse, alongside a risk assessment.
- Visits outside of mealtimes are preferred; visitors during mealtimes are permitted at the discretion of the Senior Sister /Charge Nurse, alongside a risk assessment.
- Named visitors must be advised that they are to adhere to social distancing and advised to keep physical contact to a minimum. Physical contact like handholding is acceptable if hand washing protocols are followed.

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- No more than one named visitor within a shared patient bay at one time
- Visits occurring for patients in non-socially distanced bays must be facilitated in day rooms/outdoor areas only to minimise footfall
- The total amount of visitors on the ward at any one time is down to the Ward Managers discretion (the total amount of bookings for the following day should be reviewed by the Ward Manger daily)
- Virtual visiting is still to be offered at any time
- All children over the age of 11 years must have a negative LFT result prior to visiting
- All visits taking place with a child under the age of 18 years present must be discussed with the Ward Manger first to determine if it is appropriate for 2 visitors to be allowed on the ward. If so, these specific visits must be facilitated within the day room, outside or within the side room to ensure social distancing guidance is followed (2 visitors within a bay is not permitted).
- Visitors must remain within the patient's allocated bed area or remain within the same limited area in communal areas.
- If visitors display any signs of COVID-19 upon arrival, they must be asked to leave immediately and follow national guidelines.
- If visitors display signs of COVID-19 or test positive of COVID-19 following any visits they must inform the Ward Manager or nurse in charge at the earliest opportunity and then staff are required to utilise the *COVID Patient and Visitor Exposure SOP*.
- Ward staff to assist visitors with donning and doffing of PPE and visitors must be advised to adhere to social distancing guidance (including 2 metre social distancing).

1   Specifics
1.1   Booking process

- Visitor to contact the unit (phone/email) and schedule a visit via the Ward Clerk, who will use the individual ward visiting timetable at time of booking (individual ward visiting time table to be drafted by each inpatient area/ward).
- At time of booking of the visit, the Ward Clerk will complete the pre visit checklist (see Appendix B - Visitor Booking Checklist – from April 2021) with the visitor.
- All information regarding visitors is to be stored in a secure location on the ward following Information Governance guidelines
- All visitor details to be stored in weekly batches (Monday – Sunday) and then securely destroyed two weeks from the last date; this would mean destruction is weekly rather than every day

On the day of visit

- The Ward Clerk/ volunteers/ nursing staff will greet visitor and advise on PPE donning and doffing process and complete Appendix A – Visitor check in, The Ward Clerk/

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volunteers/ nursing staff accompany visitor to patient and advise on social distancing and discuss guidelines on remaining within allocated patient area.

- On arrival staff to show visitor location of call bell to be used if assistance is needed during the visit.
- Upon leaving all visitors must inform members of staff that they are vacating and follow doffing guidance.
- Staff clean (with the appropriate agent) all touch points between visitors and complete an 'I am clean' sticker placed on the chairs and screens.

2   Additional

Patients requiring enhanced care and/or patients suffering from low mood/depression: increased visiting, length of visiting and physical contact to be allowed by the Senior Sister/Charge Nurse (and documented risk assessment in the patient's notes). Considerations of patient's vulnerability, frailty, vaccine status etc. to be incorporated within the risk assessment. Please consider use of a family member to assist with enhanced care as per WHC policy (SOP Enhanced Care).

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3   Appendix A – Visitor check in

To be completed daily – 1 sheet per day PLEASE WRITE IN CAPITAL LETTERS

Date: Ward/Clinic: Location:

Please complete this tracker if someone is entering a ward/clinic and is not a member of staff or patient. This includes visitors, volunteers, staff who do not work at Wiltshire Health and Care, and external healthcare professionals.

Please enter below their name, contact telephone number, along with arrival and departure time. This is for track and trace purposes. The details will be held on file only as long as necessary. Please sign to confirm that you have explained the purpose of collecting this data and that it has been understood. Thank you.

Visitor name	Contact telephone number	Patient name	Does the visitor have any Covid symptoms (including a new continuous cough, high temp, loss of sense of taste/smell?	Has a member of their household had a positive LFD test and or PCR test in past 10 days?	Has the visitor been asked to self-isolate by Track and Trace in the past 10 days?	Has the visitor been in contact with anyone who has tested positive or had symptoms within the past 10 days?

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Visitor name	Contact telephone number	Patient name	Does the visitor have any Covid symptoms (including a new continuous cough, high temp, loss of sense of taste/smell?	Has a member of their household had a positive LFD test and or PCR test in past 10 days?	Has the visitor been asked to self-isolate by Track and Trace in the past 10 days?	Has the visitor been in contact with anyone who has tested positive or had symptoms within the past 10 days?

Privacy Notice - In the unfortunate event that a visitor to WHC contracts COVID-19, as a notifiable disease, minimal information about you will be shared with Public Health England for the purposes of containment and management. This information is shared in compliance with the law and shared on a need to know basis. During the Coronavirus outbreak, the NHS has granted additional powers for health organisations to share information to help monitor COVID-19; a summary from the Secretary of State for Health & Social Care is below: The Secretary of State for Health and Social Care has Directed NHS Digital to collect and analyse data from providers and other organisations involved in managing the COVID-19 response and then disseminate information and analysis to other bodies for the purpose of planning and managing the response. *NHS England and NHS Improvement have been given legal notice to support the processing and sharing of information to help the COVID-19 response under* **_Health Service Control of Patient Information Regulations 2002_**.

If you have any concerns about this, you can contact our Data Protection Officer on: steven.lobb@nhs.net 07747 243289.

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4   Appendix B - Visitor Booking Checklist – from April 2021

Before any visit can be booked, the visitor will be contacted by the ward and asked the following with responses recorded below:

Patient Name:	
Visitor Name:	
Visitor Address:	
Visitor Phone numbers:	

	Circle answer	
Ask if the visitor has any COVID-19 symptoms [Individuals with a new continuous cough or temperature ≥37.8°C or loss of, or change in, normal sense of smell (anosmia) or taste (ageusia). Individuals with any of these symptoms but who are well enough to remain in the community should follow the stay at home guidance and get tested.]	**YES**	**NO**
Ask if they or a member of their household has tested COVID-19 positive in the last 10 days, including a LFT.	**YES**	**NO**
Ask if they have been advised by Test and Trace to isolate in the last 10 days?	**YES**	**NO**
Ask if they have been in contact with any other person who has developed symptoms that may be COVID-related in the last 10 days?	**YES**	**NO**
Ask if they have been overseas in the last month. If so, state where.	**YES**	**NO**
If the visitor answers YES to any of the above questions, please advise that they should NOT visit at this time and should self-isolate.		
Explain to all visitors that the inpatient setting is a high risk of COVID-19 infection environment. If COVID-19 is present on the ward, visitors must be advised of this fact and that virtual visiting is available. Visitors to be advised that if PPE is worn correctly during the visit, there is no need to self-isolate afterwards.	**Understood:** **YES**	**NO**
Ask the visitor if they are currently undertaking Lateral Flow Device (LFD) tests? If yes, advise the visitor to complete a test on the day of visiting (must not have any symptoms and must be a negative result). If no, recommend that the visitor acquires a LFD kit. For further details, they can visit the website	**Understood:** **YES**	**NO**

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www.gov.uk/order-coronavirus-rapid-lateral-flow-tests for instructions on how to order, or telephone 119.			
Inform the visitor that they must call again on the day of the visit and that a number of questions will be repeated.	**Understood:**	**YES**	**NO**
Check how the visitor intends to travel to the ward; where visitors are unable to drive themselves to a community hospital, they should arrange for a member of their household/support bubble to drive them to and from the hospital, to minimise the risk of exposure to others. They should avoid using public transport where possible, and avoid car sharing beyond their household/support bubble, particularly after the visit.	**Understood:**	**YES**	**NO**
Inform the visitor what to expect upon arrival to the ward such as signing in, PPE, social distancing, environment.	**Understood:**	**YES**	**NO**
PPE process: 1. Perform hand hygiene 2. Don a WHC-supplied new Fluid Repellent mask (where visitors are unable to wear a Fluid Repellent mask, a visor should be worn) 3. Doff all PPE and wash hands when leaving ward 4. Replace with a WHC-supplied new Fluid Repellent mask			
Advise the visitor they must only enter and exit the hospital through allocated entrances and they will need to sign in upon arrival to the ward for Track and Trace purposes.	**Understood:**	**YES**	**NO**
Advise the visitor they will need to observe additional precautions if other infections are present on the ward.	**Understood:**	**YES**	**NO**
Advise the visitor they should bring as few personal belongings as possible, to enable the ward to adhere to Infection Prevention and Control regimes.	**Understood:**	**YES**	**NO**
Advise visitor that visiting restrictions may change in line with government guidance.	**Understood:**	**YES**	**NO**
Agree a time on the day of the visit for the visitor to contact the ward to complete the required checklist	**Understood:**	**YES**	**NO**
Agreed visit date:	**Date:**		
Agreed visit time:	**Time:**		
Agreed time for visitor to call ward on visit day to confirm up-to-date details:	**Call time:**		