

SHANNON COURT CARE HOME LTD.	Issue Date: April 2020	Reviewed: April 2025
	Next Review: 05/26	
<u>ESSENTIAL VISITS POLICY</u>		

Essential Care givers can visit the Home in all circumstances, including during an outbreak. One essential caregiver can be nominated for each resident. These visits will be in the residents room

### **Shannon Court will provide:**

Signage at the front door stating what you must do as a visitor to the Home.

- Hand gel
- Face mask
- Apron
- Gloves

Face masks are no longer a requirement as routine. At the Homes discretion, you may be asked to continue to wear a mask.

On arriving at the Home, a staff member will advise what PPE is required depending on our circumstances.

There is a trolley available with appropriate PPE (personal protective equipment) in stock in the main entrance.

### **End of life care**

Those residents who are sadly receiving end of life care will be allowed designated visitors into the Home. We ask that you call ahead, if possible, so that we can prepare for your visit.

The visitor(s) will be guided by Shannon Court staff through the safest route to your loved ones room.

If before visiting you feel unwell, either with respiratory symptoms or any potential contagious illness, we ask that you don't visit the Home.

### **Respecting our Residents**

Please be reminded that by visiting our lounges, you are entering the Home of our residents. The nature of our residents' illnesses present in different ways and some

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residents are in the more advanced stages of their illnesses. Some residents can be more vocal, some may invade your personal space, so please remember that you may be seen as a stranger in their home. We ask that you show respect to all residents in the lounge and understand that our staff know our residents well, including their likes, dislikes and when they require attention.

### **Staff Safety**

We have a zero-tolerance approach to all forms of abuse to our staff members. Any visitors who do abuse our staff members will be asked to leave and will be restricted from entering the Home.

Visitors must respect that staff members are in their workplace and should not be distracted from their duties.

### **Violation Consequences**

We ask that you follow our visiting policy as closely as possible. This policy has been created to ensure the safety, comfort and wellbeing of our residents, staff members and visitors. If this policy is continually breached (3 times or more), the manager reserves the right to report the breaches to a social worker and we may restrict your visiting privileges.

We hope that this policy ensures the safety and wellbeing of our residents and staff, while promoting social interaction and companionship with visitors.