

Open with Care: Supporting meaningful contact in Care Homes - Scotland

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Lessons from the COVID-19 pandemic series: Health Facilities
Safe Hospital Webinar 3: Long-term care facilities and long-term care services in hospitals during a pandemic

18 March 2021

Guidance:

[Open with Care - supporting meaningful contact in care homes: guidance - gov.scot](https://www.gov.scot/guidance/2020/12/open-with-care-supporting-meaningful-contact-in-care-homes)
(www.gov.scot)

Family facing guidance:

[Coronavirus \(COVID-19\): Guidance for visiting loved ones in an adult care home | NHS inform](https://www.nhs.uk/healthcarevisitingguidance)

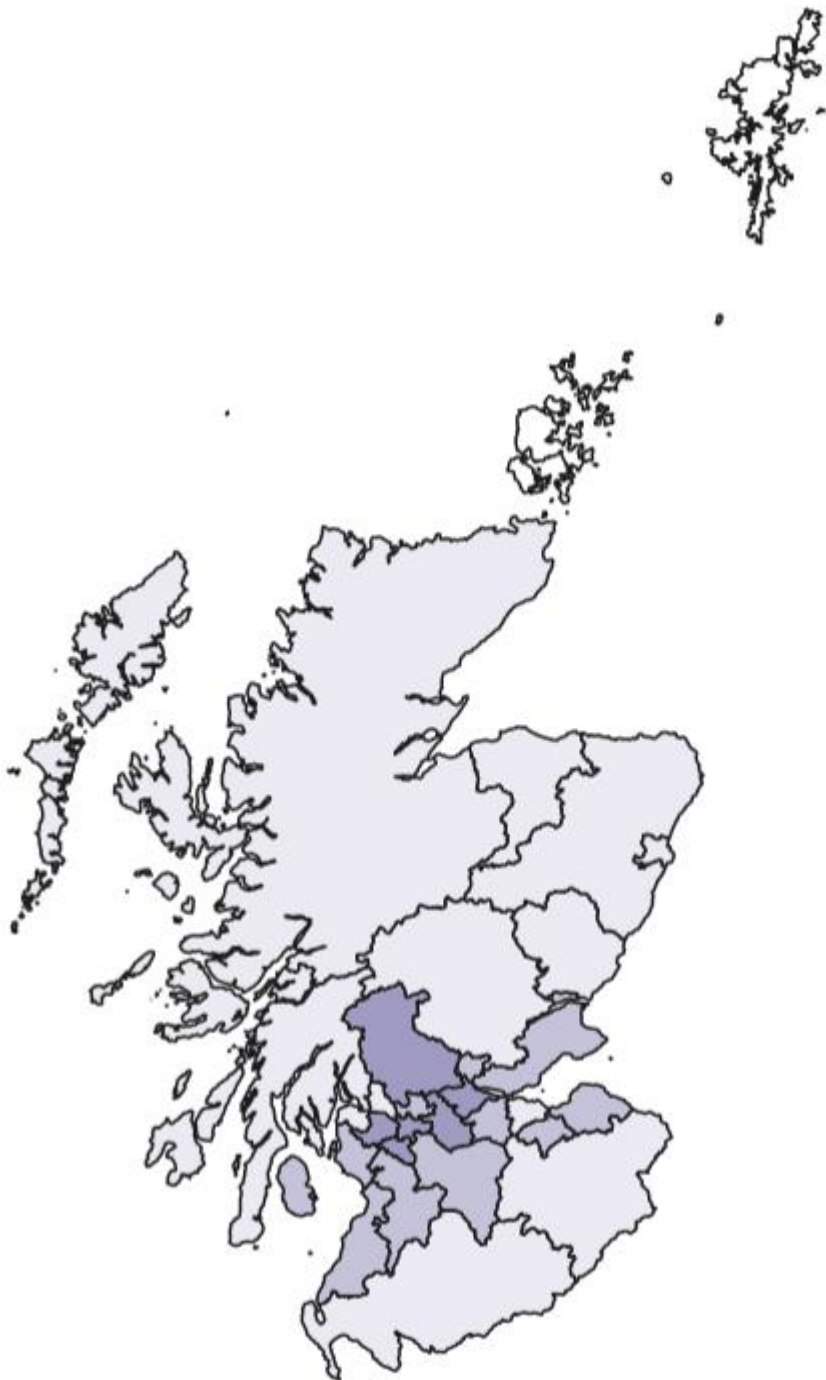
Please tweet!

[#OpenWithCare](https://twitter.com/OpenWithCare)

Open with Care

Supporting Meaningful Contact in Care Homes



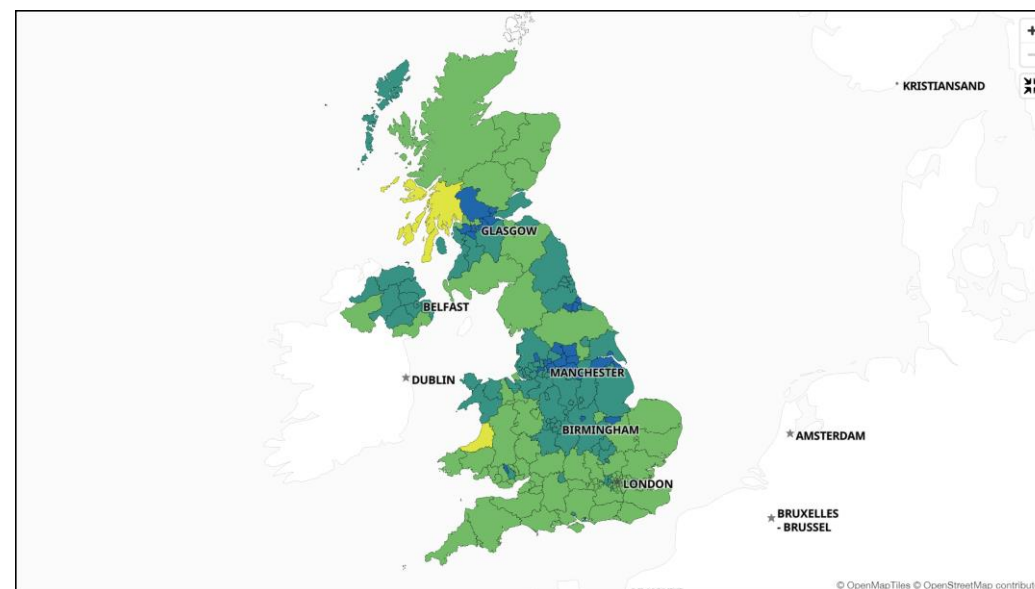


Background: Scotland and Covid-19

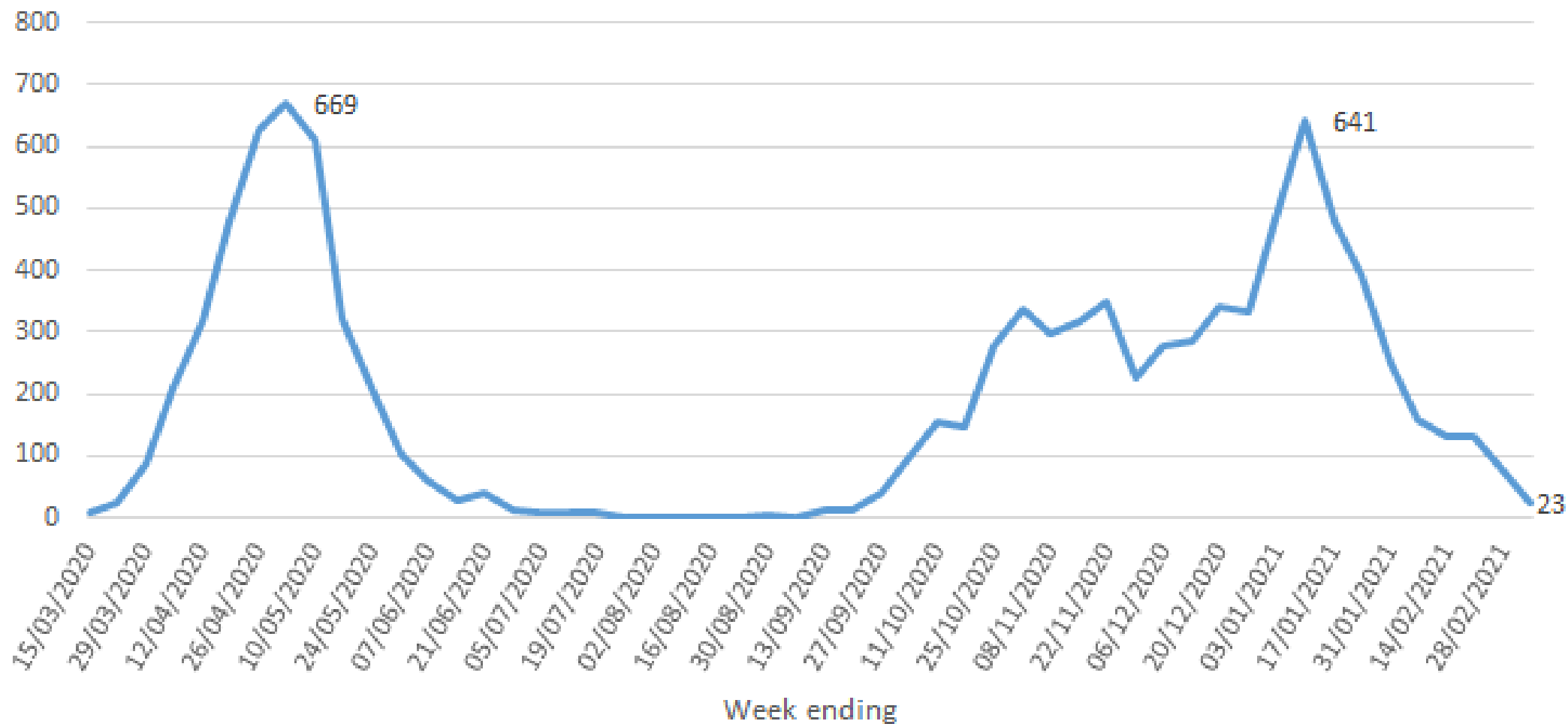
7 day positive rate per 100,000 population



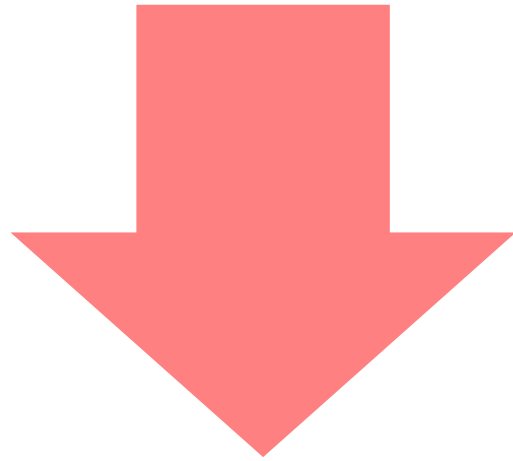
[COVID-19 Daily Dashboard - PHS COVID-19 | Tableau Public](#)



Number of resident confirmed positive cases in all Scottish care homes



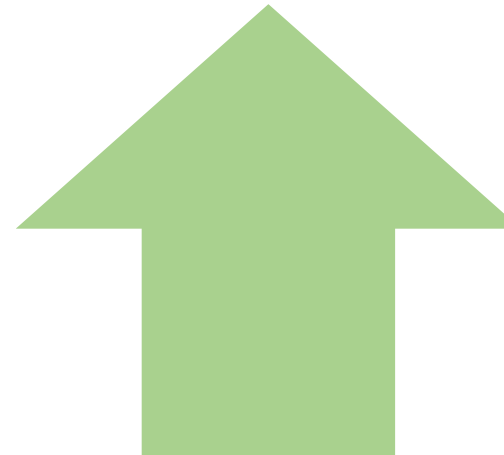
The Balance of Harms



Risk of Covid 19
transmission



- **10 layers of protection**
- **Evidence Base** – Social isolation
- **Human Rights** – Residents and Relatives
- **Guidance** – WHO 2021



Why now?

Multiple layers
of protection



Open with care



Checklist: Conditions for resuming indoor visiting

- | | | |
|---|---|--------------------------|
|  1 No Outbreak | No active outbreak in the home or outbreak declared over and Health Protection Team sign off | <input type="checkbox"/> |
|  2 IPC Compliance | <ul style="list-style-type: none">Compliance with Infection Prevention Control measuresPhysical distancing in place | <input type="checkbox"/> |
|  3 PPE | <ul style="list-style-type: none">Adequate supplies of Personal Protective Equipment in placeVisitors supervised for donning and doffing | <input type="checkbox"/> |
|  4 Visitor Screening | Exclusion of visitors with COVID symptoms | <input type="checkbox"/> |
|  5 Visitor Testing | Lateral Flow Device testing of asymptomatic designated visitors | <input type="checkbox"/> |
|  6 Staff Testing | Testing of staff as recommended | <input type="checkbox"/> |
|  7 Designated Visitors Agreed | <ul style="list-style-type: none">Agreed between care home and resident/proxyIndividualised visiting care plan agreed | <input type="checkbox"/> |
|  8 Residents' Vaccination | High level coverage and a robust process to ensure continued coverage of staff and residents | <input type="checkbox"/> |
|  9 Clinical Oversight Team | No concerns about care home quality assurance indicators | <input type="checkbox"/> |
|  10 Directors of Public Health | Local public health oversight and advice on visiting policies | <input type="checkbox"/> |

Proceed with visiting 

What does the guidance say?

Contact between residents and loved ones: broad increments

Increasing frequency and duration of contact			
			
Seeing loved ones <i>inside</i> the care home	Designated Visitors at all Levels	Increasing frequency of visits by Designated Visitors	Increasing the number of routine visitors
	Up to two designated visitors once weekly	Towards daily visits	Multiple visitors per visit
Seeing loved ones <i>outside</i> the care home	Meeting outdoors e.g. garden visits Walks together or outings using a wheelchair		Overnight stays Progressing to overnight stays
	Leaving the Care Home Initially trips out with one designated visitor in the car		
			

Simple and easy to follow guidance: When it is essential that contact takes place

Essential Visits



Distress

There is clear distress and impact on well-being (for both resident and/or loved ones) as a result of separation.

Where a resident or loved one may be reassured by a visit.



Deterioration

Where a resident's well-being declines in mood or cognition, appetite or mobility.

Where interaction with loved ones might be felt to help.



End of Life Care

Where a resident's condition deteriorates and it is thought that the situation may be irreversible.

Agree compassionate, flexible and meaningful time together in the lead up to the resident's death.

*Not exclusive – may be a combination of some or all of these factors

Key Principle: Prevention

Anticipate when the need for visits becomes essential for resident and family wellbeing.



Care Plans

Anticipatory and visiting care plans in place to suit needs of resident and visitor.



Documentation

Document any requests, the agreed plan and outcome.

Simplified Personal Protection Equipment (PPE) advice:

Mask and hand hygiene

Open with care

Seeing loved ones in care homes during the pandemic

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

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


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


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


- 4** On arrival, you will be offered testing. You should wear the mask provided by the care home. Staff will complete the visitor's book.


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


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


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


- 8** You are encouraged to maintain a 2m safe distance where possible and wear a face mask. It's okay to hold hands for parts of your time together.

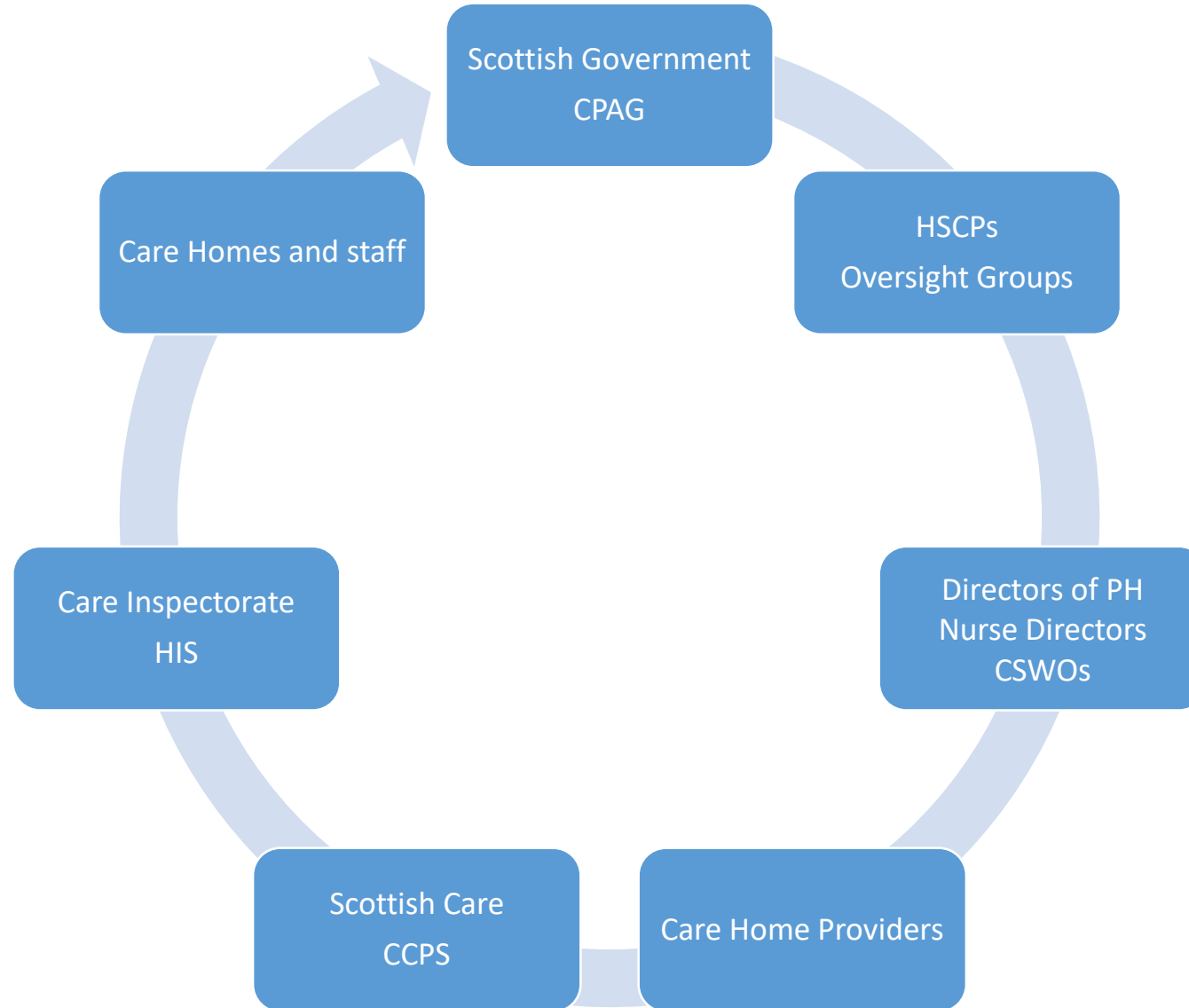

- 9** When you are leaving the care home, staff will tell you how to safely remove and dispose of your mask (and any PPE) and how to clean your hands.


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

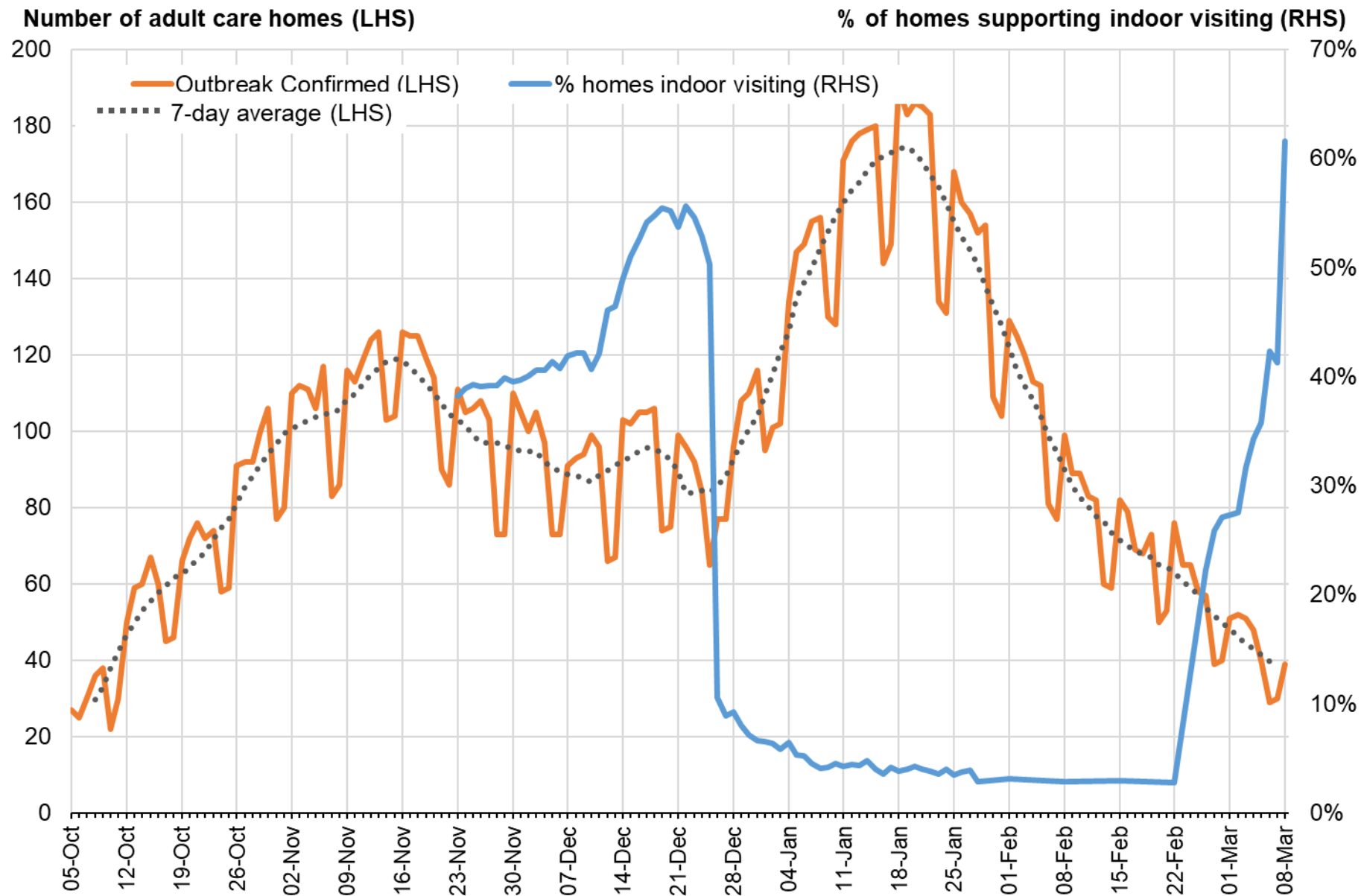


How will we make sure it happens?

Whole System Approach



Confirmed outbreaks and indoor visiting



Meaningful contact
so much more than 'visiting'



Thanks for listening