

Guidance for Visiting in Care Homes

End of Life Visiting

For end of life visits where the home and visitor are both outside of Tier 4, and the home is not in outbreak, the number of visitors (up to a maximum of 3) and frequency of visits is at the home managers discretion unless otherwise stated below.

Where a Home is in Tier 4 or a visitor resides in Tier 4, and their loved one has been identified as in receipt of End of Life care, it has been agreed that 2 individuals from the same household can visit at the same time, and visitors from other households can also visit, but these visits must be on separate occasions and not mixing different households. The caveat to this would be in last hours of life where direct family members wish to visit together, this again should be managed through robust risk assessment.

If there are exceptional circumstances around visiting a resident at End of Life, (for example outbreak in a Home or requests for additional visitors from the same household), then these must be individually risk assessed by a Home Manager.

Visitor living in Medium - Tier 1 location

Home location tier	Medium Tier 1	High Tier 2	Very high Tier 3	Tier 4	Outbreak
Outdoor visits (subject to weather conditions)	✓	✓	✓	✗	✗
Ground floor window visits	✓	✓	✓	✓	✗
Designated Pods / Visiting Room Visits (subject to the room being ready for use including floor to ceiling, wall to wall screens and audio loop communication systems)	✓	✓	External or non resident area access only	External or non resident area access only	✗
Indoor visiting (outside of the designated visiting room) such as in bedroom visits	✓	✗	✗	✗	✗
Internal visits for residents with specific circumstances such as end of life care – number of visitors	✓	✓	✓	See note above	See note above

Visitor living in a High – Tier 2 location – travel to a tier 3 location should be avoided

Home location tier	Medium Tier 1	High Tier 2	Very high Tier 3	Tier 4	Outbreak
Outdoor visits (subject to weather conditions)	✓	✓	✓	✗	✗
Ground floor window visits	✓	✓	✓	✓	✗
Designated Pods / Visiting Room Visits (subject to the room being ready for use including floor to ceiling, wall to wall screens and audio loop communication systems)	✓	✓	External or non resident area access only	External or non resident area access only	✗
Indoor visiting (outside of the designated visiting room) such as in bedroom visits	✗	✗	✗	✗	✗
Internal visits for residents with specific circumstances such as end of life care – number of visitors	✓	✓	✓	See note above	See note above

Visitor living in a Very High – Tier 3 location

Home location tier	Medium Tier 1	High Tier 2	Very high Tier 3	Tier 4	Outbreak
Outdoor visits (subject to weather conditions)	✓	✓	✓	✗	✗
Ground floor window visits	✓	✓	✓	✓	✗
Designated Pods / Visiting Room Visits (subject to the room being ready for use including floor to ceiling, wall to wall screens and audio loop communication systems)	External or non resident area access only	External or non resident area access only	External or non resident area access only	External or non resident area access only	✗
Indoor visiting (outside of the designated visiting room) such as in bedroom visits	✗	✗	✗	✗	✗
Internal visits for residents with specific circumstances such as end of life care – number of visitors	✓	✓	✓	See note above	See note above

Visitor living in a “Stay at Home” – Tier 4 location

Home location tier	Medium Tier 1	High Tier 2	Very high Tier 3	Tier 4	Outbreak
Outdoor visits (subject to weather conditions)	✗	✗	✗	✗	✗
Ground floor window visits	✓	✓	✓	✓	✗
Designated Pods / Visiting Room Visits (subject to the room being ready for use including floor to ceiling, wall to wall screens and audio loop communication systems)	External or non resident area access only	External or non resident area access only	External or non resident area access only	External or non resident area access only	✗
Indoor visiting (outside of the designated visiting room) such as in bedroom visits	✗	✗	✗	✗	✗
Internal visits for residents with specific circumstances such as end of life care – number of visitors	See note above	See note above	See note above	See note above	See note above