

COVID 19

Visitor Risk Assessment

Opening the doors to visitors is all about risk. At this stage of the pandemic it is necessary to consider the risk to each home when supporting what the government have termed ‘non-essential’ visits.

Visits from relatives, are in the human context, far from non-essential. They support us as a team to achieve wellbeing for many of the people we support

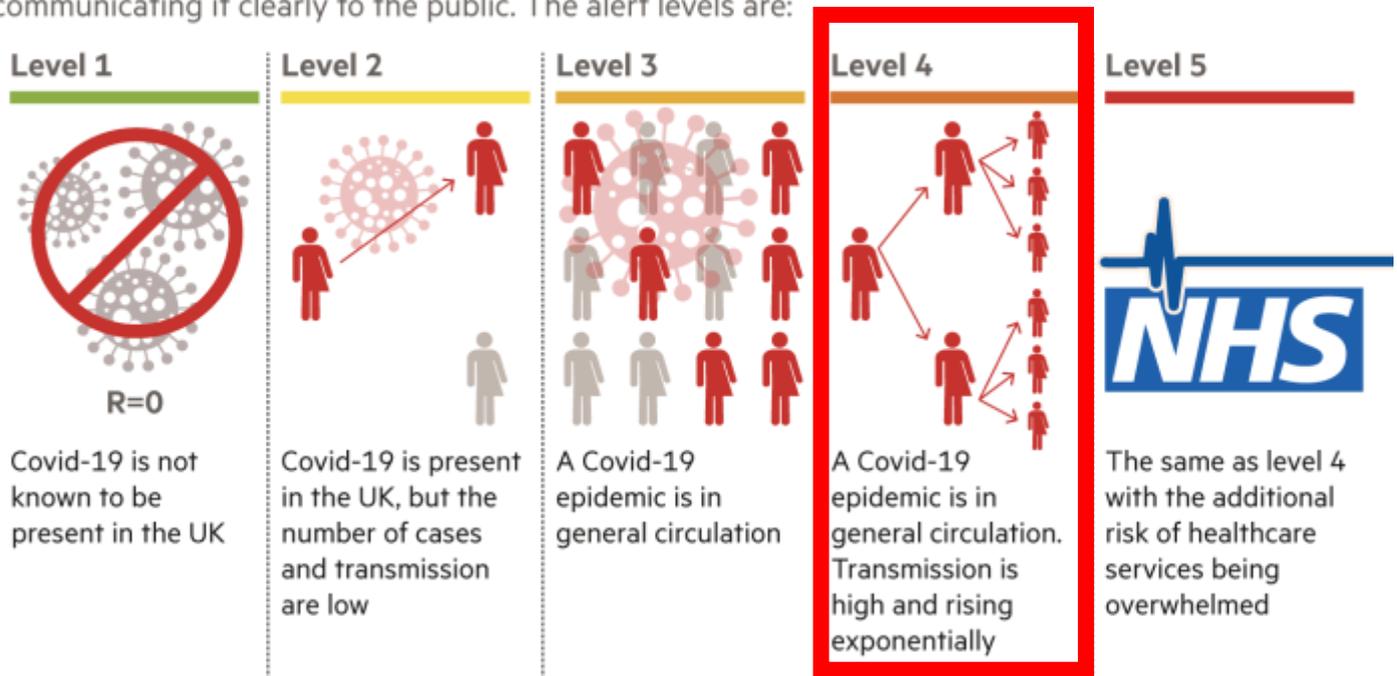
We truly recognise the need for families to experience quality time and create meaningful connections and create lasting memories. This is part of our continuous road map to ensure people experience a positive quality of life

In March 2020 we applied a blanket lockdown to all care homes. Through individual dynamic risk assessments for each home we started to review and lift restrictions from June 2020. This was in line with the restrictions in society starting to be eased.

We now find ourselves in a position where the virus transmission rate is increasing and has reached what the Chief Medical Officer and Scientific Advisor have termed exponential growth. The UK’s coronavirus alert level has been officially upgraded from 3 to 4. **Please see illustration below**

COVID-19 alert levels

The Joint Biosecurity Centre will be responsible for setting the new COVID-19 alert level and communicating it clearly to the public. The alert levels are:



Source: HM Government
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On the basis that the COVID 19 alert levels have officially been increased it is now a requirement for us to produce an individual risk assessment for ‘non-essential’ visitors for each home. This will enable us to assess the identified risk factors for each home and will form the basis of our decision to enable visitors. We will therefore at this stage NOT be adopting a blanket approach.

Risk Matrix

There are key risk factors that are to be considered when enabling non-essential visits to occur in the home

The headings of the risk factors are

1. National COVID 19 Alert Level
2. The Rate of Infection
3. Staffing
4. COVID 19 Testing Capacity
5. Family Members
6. Community Risk Levels
7. Availability of Personal Protective Equipment [PPE]

There is a total of 15 identified risk factors. All identified risk factors are to be reviewed and assessed when completing the document

Please review the table on pages 4, 5 and 6 that identify the individual risk factors that must be considered

Specific Circumstances

RAINBOW Care

If any family members display symptoms or SOFT signs of COVID 19 they are supported into RAINBOW care. There is a strict process where direct contact with the family member is kept to a minimum and they are not able to socially mix with others living in the home.

If a family member is in receipt of RAINBOW care, then visits from relatives/NOK will not be able to go ahead

End of Life Care

If a family member is approaching the end of their life, then family/friend visits will be planned with the home manager. Time restrictions will not apply, and the visits will be led by the needs of the person and their loved ones. Strict infection control practises will apply to reduce the risk of any infections being spread as far as possible

Calculating the Risk

We have used two methods to risk assess ‘non-essential’ visits. They are the RAG system, this works on the colours of Red, Amber and Green. Each RAG rating is also assigned a number, between 1 and 3

Red = high risk with a score of 3

Amber = medium risk with a score of 2

Green = low risk with a score of 1

Please note any other confirmed contagious infection in the home will result in an additional 3. By contagious infection we mean norovirus or influenza

The lowest possible RAG rating number on the risk assessment that can be scored is 15

The highest possible RAG rating number on the risk assessment that can be scored is 48

Please see an example of how the risk factors can be scored by rating each risk factor by RAG rating and number

Risk Factor	Low Risk [scores 1]	Medium Risk [score 2]	High Risk [score 3]	Score
1				3
2				3
3				3
4				2
5				3
6				3
7				3
8				2
9				1
10				3
11				3
12				2
13				2
14				1
15				1

Total Numbers Score	3	4	8	35
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22 or below requires adherence to the standard COVID 19 Visiting Policy

22 or above is an **AMBER** situation and an immediate review of the precautions in place and an agreed rationale for keeping the doors open

30 or above is a **RED** situation and requires the doors to be closed

Risk Number	Risk Factors	Low Risk [scores 1]	Medium Risk [scores 2]	High Risk [scores 3]	Score
1	COVID 19 Alert Levels	The National Alert level is set at Level 2 by the medical and scientific data	The National Alert level is set at Level 3 by the medical and scientific data	The National Alert level is set at Level 4 or above by the medical and scientific data	
2	The Rate of Infection 'R'	Below 1	Between 0.9 and 1	Above 1	
3	Staffing Levels	Home is fully staffed	The home has been impacted by sickness of up to 10%	The home has been impacted by sickness of up to 20%	
4	Staffing Competency and Skill Mix	Home is well balanced with evident skill mix and competency	The skill mix in the home is imbalanced for an identified period	The skill mix in the home is imbalanced and there is no confirmed end date	
5	Staff in Isolation presenting with COVID 19 symptoms	There are between 1-2 staff members in isolation owing to presenting with COVID 19 symptoms	There are up to 10% of the staff team in isolation owing to presenting with COVID 19 symptoms	There are up to 20% or more of the staff team in isolation owing to presenting with COVID 19 symptoms or A positive case has been confirmed	
6	Testing Capacity for staff	Mass testing is occurring on a planned basis with rapid turnaround results [within 24 hours]	Mass testing is occurring on a planned basis, but results are taking up to 4-5 days to be returned	Mass testing is either not available or results are taking over 7 days to be returned	
7	Testing Capacity for family members	Testing is accessible within 24 hours for family members who present with symptoms with rapid turnaround results within 24 hours post swab	Testing is accessible within 72 hours for family members who present with symptoms with results received within 48 hours	Testing is not easily accessible, and results are delayed by over 48 hours	

Risk Number	Risk Factors	Low Risk [scores 1]	Medium Risk [scores 2]	High Risk [scores 3]	Score
8	Family Members in RAINBOW care [presenting with either symptoms or SOFT signs of COVID 19 or have had hospital exposure*	There are no family members in RAINBOW care in any part of the home	There are family members in RAINBOW care in a specific house or houses but there are houses where no one is in receipt of RAINBOW care owing to displaying symptoms or SOFT signs or through hospital exposure	Each house of the home has family members that are in RAINBOW care owing to displaying symptoms, SOFT signs or hospital exposure or A RED house has been activated [positive case confirmed]	
9	Community Risk [1] Local Lockdown Measures Relatives [1]	There are no lockdown measures in place in the area where the care home is located	There are local lockdown measures within a 10-mile radius of the location of the care home	The area of the home is subject to local lockdown measures	
10	Community Risk [2] Local Lockdown Measures Relatives [2]	There are no visiting relatives in post codes from areas that are subjected to local lockdown restrictions	Identified visitors reside in an area that is on the government watch list but has not yet reached the stage of intervention	Identified visitors reside in an area that is subjected to local lockdown measures	
11	Community Risk [3] Local Lockdown Staff [1]	There are no identified staff residing in areas that are subject to local lockdown measures	Identified staff reside in an area that is on the government watch list but has not yet reached the stage of intervention	Identified staff reside in an area that is subjected to local lockdown measures *essential travel letters issued by home	
12	Community Risk [4] Local Lockdown Staff [2]	There are no schools or colleges with suspected outbreaks	There are schools in the surrounding area of the home where staff have children that attend that have suspected outbreaks of COVID 19	There are schools in the surrounding area of the home where staff have children attend that have confirmed outbreaks of COVID 19	
13	Community Risk [5] Local Authority action	There are no concerns re hospital capacity	The local hospitals have issued warning to say they are on high alert and looking to clear noncritical care patients	Local hospitals have closed to visitors or the hospitals are overwhelmed	

Risk Number	Risk Factors	Low Risk [scores 1]	Medium Risk [scores 2]	High Risk [scores 3]	Score
14	Community Risk [6] Surrounding Care Homes	There are no confirmed outbreaks in the surrounding area within other care home	There are confirmed outbreaks in the county but not that share MDT services	There are confirmed outbreaks in the area that share MDT services	
15	Availability of Personal Protective Equipment [PPE]	There are no concerns with the availability of Personal Protective Equipment [PPE]	There is at least eight weeks supply of Personal Protective Equipment [PPE] available in the home	There are only four weeks supply of Personal Protective Equipment [PPE] available in the home	

