

Visits to services – Covid19 guidance (children's services)

Please follow these rules to keep young people, staff and families safe.

It is important to keep the Coronavirus away from our services. Any visits **inside the service (home or school/college)** must only be considered after completion of a Visitor's Risk Assessment and where this is allowed by various parts of UK including local restrictions. There is currently a 3 tier system in place across England: Tier 1- [Medium](#), Tier 2- [High Risk](#), Tier 3- [Very High Risk](#).

Summary of Covid alert levels:

- **In Medium areas (Tier 1)**, Visits remain in Gardens/Outside, people to follow social distancing rules
- **In High alert area (Tier 2)**, people must not socialise with anybody outside of their household or support bubble in any **indoor** setting, whether at home or in a public place. Remember that the area being visited will form part of any assessment.
- **In Very High COVID alert areas (Tier 3)**, people must not socialise with anybody they do not live with or have formed a support bubble with, in any **indoor setting or in any private garden**. No visits in services or family home visits will be possible except in the exceptional circumstances. Exceptional circumstances may be different for different people, hence this is an area to be explored with the family, Young person involved and their social worker.

The guidance applies to England (see guidance for [Wales](#), [Scotland](#)). Wales is preparing to go into a national lockdown from Friday 23rd October until Monday, 9 November, more information will be added soon.

Risk-Assessing visits

With the current increase of positive Covid19 cases we need to take extra care to protect young people and those who work with them. As such we must continue assessing the risk of all visits to see young people and those who work with them.

Testing has taken place outside of the home, for example community or home testing

Staff and visitors must inform the care home so that the result is factored into the decision-making process and risk assessment. Visitors who have had a test should not visit the home regardless of that test result, until 14 days from exposure have passed.

Covid19 outbreak and recovery

Evidence of outbreaks and recovery from outbreaks should also be considered (a recovered outbreak is defined as 28 days or more since the last suspected or confirmed case reported).

Call before visiting

Please call the service in advance of your visit and arrange a time to meet the young person. We are aware that not all young people may be able to maintain social distancing, so where assessed as more appropriate, visits may still take place in the outside areas with social distancing measures in place.

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Getting there

When you visit, we encourage you, if at all possible, to either walk or use your own transport. Avoiding public transport further reduces your chances of coming into contact with people who are infected.

Visitors to the service

Visitors are expected to wear a face-covering when they enter the service and continue wearing it during the visit until they leave. If the visitors for any reasons do not have a face-covering available, staff should provide a mask for them to prevent possible transmission to the person they are visiting and others. If the area from where they are coming is identified as being in local lockdown, then they must not travel out of that area.

In Very High COVID alert areas (Tier 3), people must not socialise with anybody they do not live with or have formed a support bubble with, in any **indoor setting or in any private garden**. No visits in services or family home visits will be possible except in the exceptional circumstances. Exceptional circumstances may be different for different people, hence this is an area to be explored with the family, Young person involved and their social worker.

Staff wearing masks

On arrival at the service, a member of staff will greet you. If the service is part of a school, please report to reception as normal. The staff will show you to the outside area. Do not be alarmed if staff are wearing masks, as staff must follow our organisation's PPE guidance.

Keeping 2 metres distance

For everyone's safety, we ask that you remain 2 metres apart from staff and your family member.

Covid Visitor's sign-in sheet

You will be provided with hand sanitiser and asked to sign the Covid19 Visitor sign-in sheet. Before you are asked to sign in, you'll be provided with a Covid19 Privacy notice, so please do read it before proceeding. You will then be asked a series of Covid19-related questions and also be prompted to provide contact details for NHS Track and Trace. You might want to bring your own pen.

Toilets/facilities to wash hands

Where toilets are used within the home, you must wash your hands thoroughly, wipe down surfaces, use separate paper towels and wash or dispose of them safely after use.

Refreshments

Please ensure that you bring your own refreshments, as these may be unavailable at the service.

Feedback

Always leave feedback, as this is helping us to improve our services.



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Welcome!