

## **THE GOODWILL PARTNERSHIP COVID19 – SECURE HOME VISIT APPOINTMENT GUIDELINES**

### **Stage 1 - Offering a home visit appointment:**

When making the appointment, all CM's will ensure that the supporter has *requested* a home visit and is *happy* with receiving a home visit.

The following criteria will also be established by the CM, with regards to the supporter:

1. The supporter is not isolating or classed as vulnerable.
2. The supporter confirms that neither they nor any member of their household have symptoms of COVID19.
3. The supporter understands that the home visit will be as brief as possible, small talk will be minimised and no hospitality in the form of tea/coffee should be provided.
4. The supporter will have their own black pen ready for the meeting.
5. If there is any uncertainty about the suitability of a home visit or the supporter declines a home visit, the CM will provide the supporter with the alternative option of a phone or video appointment.
6. Finally, the CM will confirm again that the supporter is happy to receive a home visit.

### **Step 2 - Before travelling and carrying out a home visit, all CM's must:**

1. Be clear on basic COVID-19 principles:
  - *symptoms: high temperature (>37.8°C) and/or new continuous cough and/or loss of sense of taste or smell*
  - *transmission: main route is from cough and sneeze droplets – directly inhaled or contact*
2. Make sure they are equipped with hand gel, mask and their own black pen.
3. Use the lavatory to avoid the need of doing so during the home visit.

### **Step 3 – During the home visit CM's must follow this additional guidance.**

1. To wear their face mask at all times.
2. To ask the supporter to prepare for the home visit by maintaining good ventilation throughout the house and to open all internal doors to avoid contact with door handles.
3. If weather allows the appointment can be held in the garden.
4. Sanitise hands at the beginning and end of each home visit using your gel.
5. Minimise the appointment length and stay as far away from the supporter as the room allows.
6. Try to sit side-by-side where possible rather than face-to-face within the room, maintaining social distancing protocols.
7. Allow the supporter to use their own pen for signing etc.
8. Do not visit the lavatory or other rooms within the house.