













## St Michaels House Framework\*

	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
 <p>Visitors to SMH Houses and Centres</p>	<p>4 visitors to 1 service user Up to 2 visits per week</p> <p>Outdoor and window visiting permitted</p> <p>Social drive in private/ family car</p>	<p>1 Visitor to 1 service user Up to 2 visits per week</p> <p>Outdoor and window visiting permitted</p> <p>Social drive in private/ family car not permitted</p>	<p>NO VISITORS Except on compassionate grounds**</p> <p>Outdoor and window visiting permitted</p> <p>Social drive in private/ family car not permitted</p>	<p>NO VISITORS Except on compassionate grounds**</p> <p>Outdoor (socially distanced) and window visiting permitted</p> <p>Social drive in private/ family car not permitted</p>	<p>NO VISITORS Except on compassionate grounds**</p> <p>Outdoor (socially distanced) and window visiting permitted</p> <p>Social drive in private/ family car not permitted</p>
 <p>Visits from Important Service Providers e.g. hairdressers, massage therapists, entertainers.</p>	<p>Yes with protective measures</p>	<p>Yes with protective measures</p>	<p>Suspension of access may be required. To be assessed on a case by case/ house by house basis</p>	<p>NO VISITORS Except on compassionate grounds.</p>	<p>NO VISITORS Except on compassionate grounds</p>
 <p>Visits to family households</p>	<p>Service user can visit home for a longer period</p>	<p>Service user can visit family home (risk assess) in a well ventilated room with members from only two other households</p>	<p>Service user visit home to one nominated household only for 1 hour with social distancing (15 minutes if no social distancing). Protective measures apply before and after visit. Risk assessment to be completed. Service user can visit in family garden for max. 2 hours Virtual contact is encouraged.</p>	<p>No visit to family homes</p> <p>Virtual contact is encouraged</p>	<p>No visit to family homes</p> <p>Virtual contact is encouraged</p>
 <p>Overnight stays/holidays</p>	<p>Yes with risk assessment</p>	<p>Yes with risk assessment</p>	<p>No overnight stays/holidays</p>	<p>No overnight stays/holidays</p>	<p>No overnight stays/holidays</p>

## St Michaels House Framework

	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
 Shopping	Yes with protective measures	Yes with protective measures	Yes with protective measures	Primarily outdoor Essential retail/services	Essential retail only
 Essential Clinical appointments	Yes with protective measures	Yes with protective measures	Yes with protective measures	Telehealth – with appointments if deemed essential/urgent	Telehealth – with appointments if deemed essential/urgent
 Day Service	Yes with protective measures	Yes with protective measures	Yes with protective measures	Yes with protective measures	Essential day service only
 Respite	Yes with protective measures	Yes with protective measures	Yes with protective measures	Yes with protective measures	Essential respite only
 Maintenance	Yes with protective measures	Yes with protective measures	Yes with protective measures	Necessary maintenance only (with protective measures)	Necessary maintenance (with protective measures)
 Restaurants/Cafe	Open with protective measures	Open 6 people from 3 households	Range of restrictions Up to and including no indoor dining	Outdoor only Max: 15 persons Takeaway/ Delivery	Takeaway/ Delivery only
 Day Service Transport	Yes with protective measures	Yes with protective measures	Yes with protective measures	Essential transport only	No Transport
 Public Transport	Off peak hours- walk if possible (masks mandatory)	Off peak hours 50% capacity (masks mandatory)	Only if necessary (masks mandatory)	Avoid Public transport 25% Capacity (masks mandatory)	Avoid Public transport 25% Capacity (masks mandatory)
 Working Safely in HQ Buildings	Yes with protective measures	Yes with protective measures	Remote Working except for essential work	Remote Working except for essential work	Remote Working except for essential work

\*The rights and the risk of each situation will be assessed on an individualised and “house by house” basis.

**\*\* Critical and compassionate circumstances** are difficult to define and of necessity require judgement. The term should not be interpreted as limited to circumstances when the death of a resident is imminent.

Subject to a risk assessment in each case, other examples of critical and compassionate circumstances may include

- circumstances in which a resident is significantly distressed or disturbed and although unable to express the desire for a visit there is reason to believe that a visit from a significant person may relieve distress
- when there is an exceptionally important life event for the resident (for example death of a spouse or birthday)
- when the visitor may not have another opportunity to visit for many months or years or never (for example because they are leaving the country or are themselves approaching end of life)
- increased visiting is recommended by their doctor as a non-pharmacological therapeutic alternative to an increased dose of an existing agent or introduction of a new anxiolytic or sedative agent
- a resident expresses a strong sense of need to see someone whether for personal reasons, to make financial or other arrangements or to advocate on their behalf
- a person nominated by the resident expresses concern that a prolonged absence is causing upset or harm to a resident
- other circumstances in which the judgement of the medical or nursing staff or social care worker caring for the resident is that a visit is important for the persons health or sense of well being