

SD-56

POLICY AND PROCEDURE

Visitors to the Service

Approved by: _____

Date Effective From: _____

Review Date: _____

Title: VISITORS TO THE SERVICE

1.0 Scope

1.1 Facilitating service user's visitors.

2.0 Aims and Values

2.1 To ensure that residential and respite service users are facilitated to receive visitors.

2.2 To make visitors feel welcome.

2.2 To ensure that visitors are directed to the appropriate area in a courteous manner.

3.0 Contents

6.0 Service user's visitors to the service.

7.0 Other visitors

8.0 Visits during outbreaks of infectious disease/pandemics

4.0 Referenced Documents

SD-10 CCTV

H&S-04 Security Policy

Service Users Daily Report Record

Visitors Book

5.0 Responsibilities

5.1 Managers and all staff.

6.0 SERVICE USERS VISITORS TO THE SERVICE

Carriglea Cáirde Services actively encourages service users to maintain all forms of social contact with friends and family members. We will assist service users to maintain contacts that they wish to maintain.

- 6.1 In so far as is reasonably practicable, visits to residents are not restricted unless:
- Such a visit would, in the opinion of the person in charge, pose a risk to the resident concerned or to another resident
 - The resident concerned has requested the restriction of visits
 - There are infection prevention and control measures in place which restrict visitors.

In a pandemic situation, Public Health advice will be adhered to.

- 6.2 Staff should greet all visitors to the service in a pleasant and appropriate manner.
- 6.3 Members of staff should ask visitors how they can be of help, establish the reason for the visit and offer assistance that may be required.
- 6.4 When the visitor requests to see a service user staff should ascertain if the service user wishes to see the visitor.
- 6.5 Staff should arrange for the visitor to see the service user in a private area (preferably not the resident's bed-room), ensuring that the privacy of other service users is not compromised. If staff are not familiar with the visitor, always check with the senior staff on duty before leaving the service user alone with the visitor.
- 6.6 Staff should offer the visitor refreshments or show them where refreshment facilities are located.
- 6.7 Visitors wishing to take service users off the premises should first consult with the senior member of staff on duty.
- 6.8 Staff should record details of all visits to service users in the *Service User Daily Report* in the *Person Centred Plan*.
- 6.9 A *Visitor's Book* is in place at the entrance to residential houses, unless service users have requested not to have it. All visitors, both those who call to visit service users and those who may call to provide services such as maintenance service engineers and contractors should sign the *Visitor's Book*. In homes where residents have requested not to have a visitor's book in place, a log book is kept where managers / staff who visit the house sign to record the visit.

7.0 OTHER VISITORS

- 7.1 The Services welcomes interaction with the local community and visitors are welcome.

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- 7.2 Staff should be mindful of the safety and privacy of service users in relation to visitors and should enquire from any stranger if they need help to be directed to the person they wish to see.
- 7.3 On Carriglea campus, visitors (other than service user's visitors) should be directed to one of the reception rooms on the ground floor of the main building and the person they wish to meet contacted. Strangers should not be shown directly to anybody's office or area of work.

All visitors to the Anne le Roy Centre, Marquis Drive and the HUB will be requested to sign the visitors' book on arrival and on leaving. Visitors should wait in the reception area and the relevant person contacted to meet them there. Visitors should not be shown to anybody's office or area of work.

- 7.4 Most visitors will have a legitimate reason for calling or being on the premises. However, staff should be vigilant for those who may not have honourable intentions. The Services has security arrangements in place to safeguard service users and staff from the risk of intruders. See the *Security Policy* in the Health & Safety folder and the policy and procedures on *CCTV*.

8.0 VISITS DURING OUTBREAKS OF INFECTIOUS DISEASE/ PANDEMIC

- 8.1 In the event of an outbreak of an infectious disease or pandemic e.g. COVID-19, the Services will be guided by public health advice with regard to restrictions on visiting and the infection prevention and control arrangements to be put in place for visitors to the Services.
- 8.2 Family members will be informed of any restrictions and appropriate visiting arrangements.
- 8.3 Even in the event of general visitor restrictions being in place, visits can be arranged to a resident by appointment, on compassionate grounds.
- 8.4 Where face to face visits are not feasible, every effort will be made to facilitate contact between residents and their families via telephone, skype or other technological means.
- 8.5 Measures such as temperature checks, wearing of face masks and completion of visitor questionnaires requested during times of a national pandemic e.g. COVID-19.

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