



Aurora

Enriching lives, Enriching Communities

Visitor Policy

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5	Removal of reference to Covid 19. Removal of appendix required during Covid 19.	
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CEO signature		Next Review Date
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Mission Statement

Enable people with complex needs to experience the same rights as every other citizen and as equal members of the community.

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1.0 Purpose of Policy

- 1.1 The purpose of this policy is to establish clear and defined procedures for the residential house in facilitating each person supported to receive visitors in accordance with the wishes of the person supported.
- 1.2 Aurora recognises the right of the person supported to live the lifestyle of his / her choosing.
- 1.3 This policy summarises the arrangements in place to enable persons supported to receive visitors of their choice at any reasonable hour.

2.0 Scope of the Policy

- 2.1 This policy applies to all persons supported availing of the Aurora residential service.
- 2.2 This policy applies to all staff employed by Aurora.

3.0 Definitions

- 3.1 For the purpose of this document a vulnerable adult is a person over the age of 18 who is or may be in need of community care supports by reason of an intellectual disability, and is or may be unable to take care of him or herself, or is or may be unable to protect him or herself from significant harm or serious exploitation, as defined in his/her personal plan.
- 3.2 The term visitor as used in this document applies to family, relative and friends of the person supported, volunteers, staff on duty and managers from Aurora, visiting staff and/ or agents from other services and external contractors.

4.0 Responsibilities

- 4.1 The Person in Charge (PIC) shall ensure that having regard to the number of persons supported and the needs of each person supported that a suitable communal area is made available to receive visitors.
- 4.2 The PIC and support staff shall ensure that as far as is reasonably practicable persons supported are free to receive visitors without restriction, unless-
 - 4.2.1 A visitation or a particular visitor may be contrary to the well-being of the person supported.
 - 4.2.2 A visitation or a particular visitor may pose a risk to the person supported or other persons supported in the house.
 - 4.2.3 A Court order has required the restriction of visits.

- 4.3 The PIC/Team Leader shall inform the senior management and the social work department of any concerns in relation to a visitation or a particular visitor.
- 4.4 Senior management shall convene a meeting with the PIC/ Team Leader, the Social Work department and the person supported to discuss these concerns.
- 4.5 The Social Worker and/or the Wellness Culture and Integration Manager (WCI Manager) and PIC may, at his / her discretion, exclude the visitor(s) from the house. Such instances will be recorded in the supported person's file together with the reasons for exclusion.
- 4.6 The person supported has the right to refuse to see any visitor and this right will be respected and upheld by the support staff who will, if necessary, inform the visitors of the wishes of the person supported.
- 4.7 The WCI Manager and/ or Social Work Department will liaise with the family of the person supported.

5.0 Confidentiality

- 5.1 Article 40.3.1. of the Irish Constitution sets out that privacy is a core personal right and confidentiality stems from this right.

6.0 Procedures

- 6.1 The families, relatives and friends of the person supported will be encouraged to visit the person supported regularly and maintain contact by letter or telephone when visiting is not possible. In these cases, staff will, where appropriate, offer to assist the person supported to respond.
- 6.2 Persons supported have full access to the telephone and the internet to remain in contact with family and friends.
- 6.3 Visitors will be welcomed at all reasonable times and are asked to let the staff know of their arrival to and departure from the home by signing the visitors book located in the entrance hall.
- 6.4 Persons supported are encouraged to have annual barbeques, Christmas parties and other celebrations to entertain their family and friends. Where appropriate, staff provide support to persons supported with planning and entertaining their visitors.
- 6.5 Family and relatives will be encouraged to participate in the daily routine of the person supported as far as is practicable.
- 6.6 To facilitate privacy and safety visitors are asked to remain in communal areas unless it is an immediate family member who can visit a person supported in their bedroom. Those wishing to visit at mealtimes are respectfully asked to visit in the communal areas.

- 6.7 Visitors are encouraged to report any adverse circumstances to the staff on duty, such as the person supported finding a visit to be upsetting for any reason.

7.0 Visitors Staying Overnight

- 7.1 Persons supported can in certain circumstances and locations have family members or friends to stay overnight as a guest in their home. This is limited to specific locations where facilities are provided, for example a guest room is available and where a person supported is living alone.
- 7.2 It is not the policy of Aurora to permit visitors to stay overnight in fully staffed homes unless exceptional circumstances relating to a person supported exists i.e. person supported is at end of life stage.

8.0 Procedure to be followed for a visitor to visit overnight:

- 8.1 A request in writing must be forwarded to the WCI Manager outlining the detail of the proposed visit, i.e. date of proposed visit, length of stay, relationship to person supported, and reason for visiting overnight.
- 8.2 The Senior Social Worker and WCI Manager will assess the request and if approved carry out a full risk assessment to ensure the safety and wellbeing of the person supported and / or other persons supported is maintained at all times including protection from potential abuse.

9.0 Training

- 9.1 The Person in Charge (PIC) and Team Leaders must ensure all staff are aware of and comply with the procedures within this policy. The implementation of the policy will be reviewed with staff groups as part of Aurora's staff development.
- 9.2 The Visitor Policy must form part of and be discussed during all future inductions of new staff.

10.0 Reviewing of Policy

- 10.1 This policy will be reviewed every 3 years.
- 10.2 The Visitors Policy should be read in conjunction with the following documents / Policies:
- Admissions Policy
 - Personal Plan of person supported
 - Incident/ Accident Reporting
 - Confidentiality Policy
 - Risk Management Policy
 - Safeguarding of Vulnerable Adults Policy

- Assisted Decision-Making (Capacity) Act 2015 (ADM)
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