



# Residential Homes Visitors Policy

## 1. Introduction

6 W - Risk of Wedges that maintaining contact with friends and relatives is an important element in developing and sustaining a positive quality of life. All Children, Young People and Adults (CYP/A)


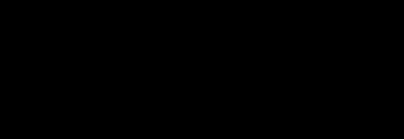
alternative venue.

Residential staff should read this policy in conjunction with the Visitors Policy for the College.

## 2. Facilitating visiting

Generally, visiting times are by arrangement. CYP/A participate in a wide range of external activities. There are also times when CYP/A require personal space and

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The Registered Manager/Deputy Manager is responsible for communicating procedures for visits to all relevant staff.

Residential staff have a responsibility to ensure that any visitors to the residential houses do not have unsupervised access to any other CYP/A than the person that they are visiting, unless they have the legal right to do so e.g. inspectors, doctors etc.

All visitors are requested to adhere to the following:


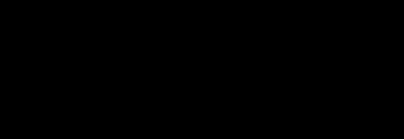
- < To ring the doorbell on the front door of the building and not to use another other means to enter the premises.
- < To not enter the house unless it has been C595.25 842 re W\* n BTit h

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## Appendix 1

Procedure to be adopted to temporarily exclude disruptive visitors

### Aim

To maintain a safe and therapeutic environment for residents, staff and visitors.

### Procedure

1. Staff should immediately inform the person in charge if they become aware that a visitor is displaying inappropriate behaviour or not adhering to the appropriate visiting times.
2. The person in charge will speak with the visitor concerned, away from the resident(s) and identify behaviour that has been highlighted as being unacceptable. The person in charge will attempt to defuse the situation while reminding the visitor that the visit will be terminated if the behaviour persists.
3. If at all possible the Manager/Head of Learner Services and Chief Executive will immediately be advised of the situation by the shift leader and advice sought.

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other forms of contact. If the concerns relate to the environment of the facility or nature of the resident population at the time the visit is proposed, arrangements might be made for visits to take place elsewhere, which could involve not being in the house.

The Manager must aim to obtain a balance between the management of risk and the best interests of the individual resident and visiting children. In some situations, it may be appropriate for visiting to take place with the support and supervision of staff or indeed, other agencies. In other situations, alternative forms of contact such as by letter, SKYPE or telephone may be more appropriate.

### 1.3 Procedures

- a) The Manager should be given all relevant information before taking a decision on whether a visit by a child is appropriate.
- b) When a visit by a child is anticipated, the Manager should speedily identify any risk to the child visiting a resident.
- c) In the vast majority of cases where no concerns are identified, arrangements should be made to support the resident and visiting child and to facilitate contact.
- d) Staff should think creatively about how to make the visit a positive experience. They should also be sensitive to the need for privacy.
- e) Should a child become upset or upset a resident during any visit, the person responsible for the child will be offered a space away from the learners for safety reasons until the situation calmed. It may even be suggested that the visit is ended. For the majority of visits, this would not be an issue and those responsible for the child would be aware of the risks and such actions would be agreed as part of the planning process.

### 1.4 Decisions to refuse child visiting


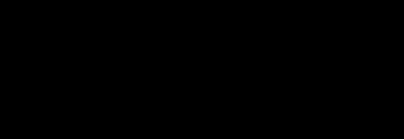
Decisions to refuse visits, will only be taken exceptionally, following consultation with the head of learner services and chief executive. The reasons will be given in writing and verbally, supported by clear evidence of concerns.

### 1.5 Infectious diseases and visitor visits

During the Covid 19 pandemic, arrangements for visits and contact have had to be

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If a resident within a home tests positive for covid for example, it is likely that we will seek to make alternative arrangements for visitors of other residents in order to

protect and safeguard visitors from contracting covid, this could include, meeting offsite or outside of the house in the garden etc. If meeting offsite/outside is not a viable option we will seek to enable visits in a designated space within the house and is likely to be limited to one visitor at a time.

#### 1.6 Supporting contact

- ◁ If a visit is not a viable option, the care teams will work with families to seek alternatives ways of maintaining contact, such as Zoom, Facetime, Skype or telephone calls.

#### 1.7 Dynamic Risk Assessment

We will continue to assess the risk and work in line with government guidance and that of the local Health Protection Team and as such if there is a declared outbreak in a care home then the visiting guidance will need to be restricted for a period of time until the care home has been assessed to be in recovery

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