



Residential Homes Visitors Policy

1. Introduction

acknowledges 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) have the right to maintain relationships and be visited by anyone they wish to see, subject to carefully limited exceptions.

Visits should be encouraged as one way to maintain and to strengthen the CYP/A network of relationships and community connections.

The residential provisions are not fully DDA compliant, and all efforts will be made to facilitate visits. However, should the building not be accessible to visitors, arrangements will be made, where possible and appropriate, to arrange a visit at 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.

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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 deemed safe by the nominated leader on shift.

To respect the privacy and dignity of all residents at all times.

To

To display an acceptable level of behaviour towards both residents and staff at all times.

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Clinical grounds/ well-being/impact on other residents.
On the grounds of security.

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regarding the presence of illicit drugs will be reported to the police. Visitors found to be bringing illicit drugs onto premises are liable to be reported to the police with the intent being to seek prosecution.

3.3 Exclusion, restriction or removal of visitors for bullying and harassment of staff and residents

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People who have a legal right and responsibility to see learners in the residential provision unannounced:

- Social Workers who have a direct responsibility for a resident CYP/A in the house accommodation.
- People visiting on behalf of the Care Quality Commission and Ofsted.
- Independent advocates linked to learners in the house.
- Police or other emergency services.
- Legal representatives.
- Other multi-disciplinary professionals and regulatory bodies.
- Independent doctors or nurses treating a resident.

5. Children visiting their siblings at the residential accommodation

See Appendix 2 for Guidance and procedure.

6. Monitoring

Any decision to exclude a visitor should be fully documented and available for independent scrutiny by the Care Quality Commission or funder as required.

References:

- Mental Health Act 1983
- Mental Health Act 1983 Code of Practice (2008)
- Mental Capacity Act 2005

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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.
4. If the situation continues and the person in charge is unable to calm the situation, the visitor should be politely and firmly be asked to leave the premises.
5. If the visitor refuses to leave, they should be informed that the police will be contacted if they do not comply.
6. If the visitor does not comply, then the person in charge should advise the Manager/On-call Manager and contact the police.
7. It may be necessary for the staff to arrange for residents to be removed from the vicinity of the visitor while waiting for the visitor to leave.
8. The visitor must not be allowed to visit again until a full case review.
9. Any decision to exclude/restrict or remove a visitor on the grounds of his or her behaviour should be reported via the Manager/On-call Manager who will in turn log the incident.

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