



# **Visitors Policy**

REVISED APRIL 2013

## VISITORS POLICY

**This Policy reflects the commitment of the Wellbeing Residential Group to uphold the core value of care of Service Users Rights. It details the Policy for visitors to the Home.**

1. Service Users family, relatives and friends will be encouraged to visit the resident regularly and maintain contact by letter or telephone when visiting is not possible. In these cases staff will offer to assist the resident to respond where help may be needed.
2. The views of a Service Users family will be encouraged and taken into consideration when assessing the Service Users Daily Activities of Living as a basis for developing Care Plans. Family and relatives will be encouraged to participate in the Service Users daily routine as far as is practicable.
3. Visitors will be welcomed at all reasonable times, and are asked to let the Person-in-Charge know of their arrival to, and departure from, the Home. They are encouraged to report any adverse circumstances to the Person-in-Charge, such as the resident finding a visit to be upsetting for any reason.
4. **The resident has the right to refuse to see any visitor, and this right will be respected and upheld by the Person-in-Charge who will, if necessary, inform the visitors of the Service Users wishes.**
5. Under certain circumstances if, in the opinion of the Person-in-Charge, a visitation or a particular visitor may be contrary to the wellbeing of the resident, then the Person-in-Charge will report this fact to the Manager / Matron who may, at his / her discretion, exclude the visitor(s) from the Home. Such instances will be recorded in the Incident / Preventive & Corrective Action Log and the Service Users personal notes, together with the reasons for exclusion.
6. Children under the age of 14 must be accompanied by an adult or have permission from the Person in Charge to visit unaccompanied.