

Sunbeam House Services Policy Document	Title: Visitors to Company Facilities Policy
	Effective Date: 02 June 2020



Document Control

Policy Title	Visitors to Company Facilities Policy
Policy Number	009
Owner	QCT Manager
Contributors	Financial Controller, SMT
Version	2.0
Date of Production	01 September 2014
Review date	02 June 2023
Post holder responsible for review	QCT Manager
Primary Circulation List	Shared Drive
Web address	N/A
Restrictions	None

Version Control

Version Number	Owner	Description	Circulation
1.0	Housing, Development & Transport Senior Manager	Review	SMT
2.0	QCT Manager	Review – update for clear requirement re overnight visits & other matters Change ownership of policy from HDT Manager to QCT Manager	SMT

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1.0 **POLICY:**

The purpose of this Policy is to ensure that the well-being and safeguarding of all clients is the primary consideration governing all visits or visitors to Sunbeam locations, and to ensure that all necessary measures are taken in regard to this primary purpose.

Provided this primary consideration is satisfied, the purpose of this policy is also to ensure that measures are in place to provide a friendly and safe environment for visitors, staff and client using properties rented, owned and leased by Sunbeam House Services (SHS).

Other SHS policies and guidelines which are related to and support this policy are:

- Safeguarding Policy 015.131.10
- Integrated Risk Management Policy 009.128.3.0
- SHS Garda Vetting Policy 003.051

2.0 **SCOPE:**

All visitors, staff, volunteers and clients using properties rented, owned, operated or leased by SHS.

3.0 **ABBREVIATIONS:**

- **SHS** Sunbeam House Services
- **SSM** Senior Services Manager
- **CSM** Client Services Manager

4.0 **DEFINITIONS OF A VISITOR:**

1. Someone who is related to or is a friend of a client, who does not live or normally work on the premises and who comes to the home for a short period of time to visit client on a personal or social basis regularly or occasionally.
2. Any contractor or outside service coming to the location to attend to maintenance, repair work, or carry out any therapeutic service for individual clients or any SHS staff.
3. Any member of the public who visit the location.

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5.0 ROLES & RESPONSIBILITIES:

All visitors to properties owned and leased by SHS are required to:

- Where possible, arrange a suitable time with staff and client for visiting the residential home.
- Respect the wishes of the client.
- Respect the other clients living in the same house.
- Identify themselves on arrival and outline the purpose of their visit. Ordinarily, visitors must sign into the visitors' book with their name, person being visited, purpose of visit, time and date of the visit and departure.

All contractors who are carrying out maintenance and repair work at properties owned and leased by SHS, or provide any other service (therapeutic or otherwise) for individual clients, are required to produce photographic identification i.e. Safe Pass Card.

Contractors must be supervised on location when any client is still present in or around the location.

In line with the **SHS Contractors Procedure Document**, contractors must agree time(s) and date(s) for works to be carried out with CSM or Person in Charge, and they must be made familiar with the relevant policies, prior to commencing any work. They then must have confirmed in writing that they will adhere to all relevant SHS policies while on SHS premises. Contractors must confine their activities to the allocated area(s) and the area(s) under construction or repair/maintenance.

Staff will always encourage friends and relatives of clients to visit and be prepared to liaise with parents, family members and friends in a supportive and understanding manner.

Where appropriate, other clients should be consulted about visitors in advance. This is particularly important in relation to shared residential accommodation.

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Staff will not allow any visitors into a location or any SHS owned premises unless they can identify themselves and prove that their visit is genuine. Staff may make enquiries of the nature and purpose of any visits especially where the client is evidently vulnerable to harm or injury. Risk assessments may be in place for some residents in terms of who should visit them as well as protocols for supervised visitation and it is essential that these are followed before any visit takes place.

All visitors must be reminded of the need for privacy of all clients within the location and the absolute need for privacy of any documents they may encounter. Visitors must confine themselves to designated family areas unless invited to access other areas and must not access client's room unless expressly invited to and with the knowledge of staff. Visitors may not access any other client's room at any time under any circumstances.

In the event of an emergency, all staff, clients and visitors vacate the premises and must be accounted for at the assembly point.

Ordinarily, staff are not permitted to receive visits from relatives and friends while on duty.

6.0 OVERNIGHT VISITS

Overnight stays are only permitted when such a stay may be facilitated and are subject to appropriate sleeping facilities and are entirely at the discretion of the CSM who must inform the SSM in advance of an overnight visit taking place.

No unauthorised visitors can stay overnight in a property rented, leased, operated or owned by Sunbeam House Services.

The CSM will be responsible for ensuring a risk assessment is completed for overnight stays. This risk assessment must be completed in line with the **SHS Risk Management Policy**.

The CSM needs to be informed a minimum of 24 hours in advance of any request for an overnight visit. Only in exceptional circumstance (e.g. end of life) will this prior approval be waived and only where the SSM agrees to such a waiver. The visitor must be over 18 years and provide ID as proof of age and personal details including, contact details, purpose of the visit and estimated length of visit, and must be informed that such details will remain on file with SHS for a minimum of 30 years. Following an overnight visit, the CSM will record any incidences involving the visitor.

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The CSM may place additional conditions on a person’s visit where a longer stay of more than 4 days is envisaged. In such instances the SHS Garda Vetting Policy will apply. If more than 1 visitor is assigned on a rota basis; each designated visitor will also require Garda clearance. Any risk assessment must also be guided by the **SHS Garda Vetting Policy**.

Nothing in this policy may be deemed to be a right to overnight visits. All visits may be terminated without prior warning or discussion at any time.

7.0 EXCEPTIONAL/UNFORESEEN CIRCUMSTANCES

When there is a risk to staff or clients of contracting a notifiable disease, all visitors are prohibited from entering the location unless it is for the purpose of a medical related visit or essential servicing or breakdown (such as fire alarm, boiler, hoists or lifts). In this instance, all contractors will comply with protocol and advice issued by maintenance managers prior to entrance to said location.

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