

# SUNBEAM HOUSE SERVICES POLICY DOCUMENT



Policy Name	Visitors to Sunbeam House Services Policy
Effective Date	05 April 2024

## Document Control

Policy Title	Visitors to Sunbeam House Services Policy
Policy Number	009
Owner	Senior Services Manager
Contributors	SMT
Version	4.0
Date of Production	05 April 2024
Review date	05 April 2027
Post holder responsible for review	Senior Services Manager
Reference Procedure	
Reference Form	
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Restrictions	

## Version Control

Version Number	Date	Owner	Description of Changes	Circulation
1.0	01 Sep 2014	QCT Manager	Review	SMT
2.0	02 Jun 2020	QCT Manager	Review – update for clear requirement re overnight visits & other matters Change policy ownership from HDT Mgr to QCT Mgr	SMT
3.0	27 Jun 2023	QCT Manager	Remove reference to policy numbers Page 4; insert ‘must’ in sentence “all staff, clients and visitors must vacate the premises”. Page 5; insert ‘Integrated’ in sentence “must be completed in line with the SHS Integrated Risk Management Policy”	All SHS
4.0	05 Apr 2024	QCT Manager	Change name of policy from Visitors to Company Facilities Policy to Visitors to Sunbeam House Services Policy.	All SHS

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			<p>Change policy owner from QCT Manager to SSM.</p> <p>Change of policy department from 012 to 013.</p> <p>Contractors section moved to end of policy 8.0</p> <p>5.0 Respect clients wishes removed and changed to</p> <p>Clients have the right to make their own choices in relation to all aspects of their life including decisions around visitors coming to their home. Therefore, staff members should provide all necessary support to enable clients to decide who visits their home</p> <p>5.0 Respect the other clients living in the same house removed. Replaced by Visitors must be respectful to all people living in the home and of the home itself.</p> <p>5.0 Where possible, arrange a suitable time with staff and client for visiting the residential home.</p> <p>Sentence added. Respect should be shown for the time of visit to take in the needs and wishes of others living in the home.</p> <p>5.0 Added It is important the clients can invite friends and families over for meals/parties but this needs to be done in consultation with other clients that live in the home.</p> <p>Added. Children under 18 must be accompanied by an adult and be well supervised when visiting so that they</p>	
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			do not disrupt other clients in the home. Additional information added. Reflective of HSE Guiding Principals	
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## Policy Sign Off

CEO Name	CEO Signature	Date
Fran Murphy		5 <sup>th</sup> April 2024

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## 1.0 Policy

The purpose of this Policy is to ensure/promote 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
- Integrated Risk Management Policy
- SHS Garda Vetting Policy

## 2.0 Scope

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

## 3.0 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 visits the location.

## 4.0 Visiting Parameters

- The client is agreeable to the visitor / visitors visiting.
- Staff will endeavour to make a room available for the people we support to receive their visitor(s) other than the person's bedroom.
- If the people we support are going out with the visitor(s), in the interest of safety, they will be requested to inform staff.
- Visitors may not have access to the home if the person is not at home.
- In line with regulations, all visitors will sign in and out on the visitors' book.
- Visitors are required to comply with infection prevention and control procedures.

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- Visitors are required to respect the privacy and wishes of the person they visit and others who may share the household.
- Except in exceptional circumstances, visits will not impinge on the usual household activities such as meal times / after-hours etc.
- In circumstances where a visitor makes an impromptu visit, the visit may be facilitated only where reflects the wishes of the client and where it does not impinge on other clients in the home/service.
- Documents within the service are confidential and may not be made accessible to visitors.
- Where there is concern that a visitor is intoxicated, the visit will not be facilitated.
- Any visitor who presents such behaviour, verbally or physically, will be asked to leave immediately. SHS will not tolerate any form of bullying, coercive control or disrespect towards staff, volunteers or the people we support. Where the visitor refuses to leave the premises, staff may request support from An Garda Síochána. Any such incidents will be reported to the Client Service Manager / manager on call as soon as possible, who will manage this in line with the Incident Management and Adult Protection Policies and Procedures.

All visitors to properties that are homes/services of SHS are required to:-

- Where possible, arrange a suitable time with staff and client for visiting.. Respect should be shown for the time of visit to take in the needs and wishes of others living in the home. Where appropriate, other clients should be consulted about visitors in advance. This is particularly important in relation to shared residential accommodation.
- Frequency of visits should be respectful of other clients living in the home.
- Clients have the right to make their own choices in relation to all aspects of their life including decisions around visitors coming to their home. Therefore, staff members should provide all necessary support to enable clients to decide who visits their home.
- Visitors must be respectful to all people living in the home and of the home itself.
- Visitors must 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.

Staff responsibility

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- 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.
- Staff are obliged to confirm the identity of the visitor and the choice of the client to receive the visitor before the visit can commence. 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 potential restriction of visitors as well as protocols/ support plans for supervised visitation and it is essential that these are followed before any visit takes place.
- All visitors are made aware of the need for privacy of all clients within the location.. 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.
- Children under 18 must be accompanied by an adult and be supervised at all times when visiting.
- Visitors may not access any other client's room at any time under any circumstances.
- It is important the clients can invite friends and families over for meals/parties but this needs to be done in consultation with other clients that live in the home.
- Avoid visiting the home where the visitor has any signs of flu, vomiting and/or diarrhoea or other infections, because of the risk of introducing infection to the home.
- In the event of an emergency, all staff, clients and visitors must vacate the premises and be accounted for at the assembly point.
- Ordinarily, staff are not permitted to receive visits from relatives and friends while on duty.

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## 5.0 Overnight Visits

Overnight visits cannot be facilitated in residences where multiple people reside. In exceptional circumstances, such as end of life, visitors maybe be facilitated to remain with their loved one after hours, where the visit will not impact other residents. In such a circumstance, the visit is limited to 1 person at a time and is approved by Client Service Manager (CSM) in advance.

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 Integrated Risk Management Policy**.

## 6.0 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.

## 7.0 Contractors

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.

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