

Reablement service	OA Day Care	OA Residential Care	Domiciliary Services	DMH Day Services	DMH Supported Living	DMH Residential Services	EIA'd
✓	✓	✓	✓	✓	✓	✓	✓

V1

VISITORS

POLICY

To ensure all visitors to the service are identified, received in a courteous manner and the health and safety of visitors to the premises is maintained.

PROCEDURE

1. Doorbells must be responded to immediately as part of good customer care.
2. Visitors must be greeted politely and asked for the reason for their visit.
3. If the visitor is an official visitor e.g. G.P, gas, electric etc and is unknown to the person answering the door, he/she must be asked for means of identification.
4. If no identification is available further verification must be sought to confirm the legitimacy of the persons visit.
5. If the visitor is for a service user or member of staff the service user or staff member must be asked if they wish to receive the visitor.
6. Where a member of staff knows a visitor maybe calling to speak to them whilst they are on duty, they should inform the supervisor at the beginning of the shift in handover.
7. It may not be convenient for the person to visit at that time and alternative arrangements should be discussed.
8. If the visitor is welcomed ask the person to sign the visitors' book (see below) and escort them as appropriate.
9. Refreshments may be offered if appropriate.
10. Staff should challenge unidentified visitors and inform the senior member of staff on duty about anybody acting suspiciously in the vicinity.
11. Where staff or service users feel unsure about receiving a visitor they must contact the manager / supervisor for clarification and advice.
12. The manager / supervisor can ask a visitor to leave the premises if they find the visitor's behaviour is unacceptable. Where necessary the police can be summoned for assistance.

Date	30/04/08	07/02/12					Issue date
Amendment	1	2					15/02/07 P&P

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V1

VISITORS

13. Any off duty staff visiting the home should sign in the visitors' book.

Contractor

If a contractor is visiting the premises, then M12 policy must be followed and all information regarding this work completed.

Training

All staff attending training / meeting within any Cumbria County Council establishment must sign the visitors' book.

Visitors' book / file

1. A visitor's book / file must be available at the main entrance of each building.
2. It is the responsibility of all staff to ensure that all visitors complete the visitors' book / file when arriving and departing the premises.
3. Information in the book / file must include times of arrival and departure, name, date and purpose of visit.
4. In case of an emergency, staff must refer to the visitor's book / file to ensure complete evacuation of the premises.
5. The visitors' book / file must be made available for inspection and audit purposes if requested.

Staff visiting service users in their own homes

Staff visiting service users in their own homes must make an appointment, carry and show identification and only enter if permitted to do so.

Date	30/04/08	07/02/12					Issue date
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