

BROTHERS OF CHARITY SERVICES IRELAND



NATIONAL VISITORS POLICY

Purpose

	<p>This Policy has been put in place to make sure staff of the services, make your visitors feel welcome and safe.</p>
	<p>It is a summary of the arrangements that are in place in our services.</p> <p>You can receive visitors when you want and who you choose, to have in your home.</p>

	<p>The Brothers of Charity Services extends a warm welcome to all visitors and supports you to receive visitors if you wish.</p>
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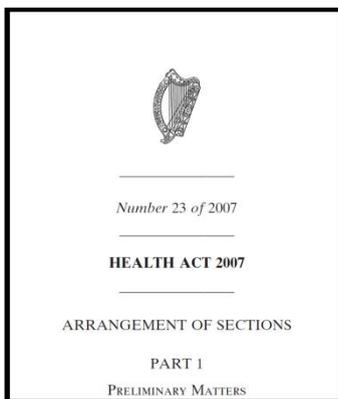
Scope of the Policy

	<p>This policy is about anyone who visits someone's home. It applies to family members, friends of people supported by the service and anyone employed by the service.</p>
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Your wishes are more important than anything else, in all decisions around visitors.

Legislation/Other Related Policies



The Health Act 2007 (About Adults and Children with Disability being supported in their homes) Regulation 2013 says there must be a policy for visitors and section 11 says what the rules should be.

Procedure



Family and friends are welcome to visit and are encouraged to keep in contact.



Visitors should contact you before they visit.

Do not forget others who also share the house.



You can spend time with your visitors in private, where possible.

This can include your own bedroom, once consent is given by you.

If there is a reason why a visit should not take place in your bedroom, this will be noted in your Individual personal profile.



Visitors are welcome to visit at any time day or night and at times if you are sick.



A record of all visitors will be kept for health and safety reasons.



Visitors are welcome to make suggestions that may improve our service.

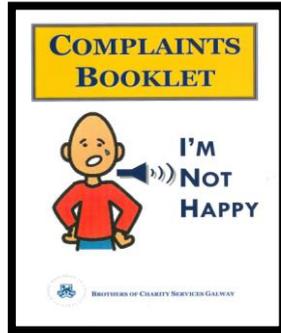
Visitors are welcome to take part in any social occasion that includes you.



If visitors have any questions or concerns, talk to the staff and they will respond.



Staff must not give out any information that is private to the people they support.



If needed visitors can be given our complaints procedure booklet.



You will be supported by the staff on duty, if you do not want to see a visitor.

The reasons will be recorded, and if needed a team meeting will be held, you will be kept informed.



Visitors are expected to be respectful during their visit.



The services will try to let all visits go ahead. There may be times where staff think the visit may not be good for you or for the other residents.



If the staff have to refuse a visitor.

They must tell you and give the reason for the decision.

They must also tell the visitor and make an arrangement for another visit.



The refusal must be recorded and signed by the staff.

The manager must be told in writing and the reason given for the refusal.



This document was put into an assessable format by the Brothers of Charity National Advocacy Council.