



# POSITIVE FUTURES

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<b>Name of Policy:</b>	Visitors Policy		
<b>Policy Lead:</b>	Operations Director		
<b>Next Review Date:</b>	06.08.23		
<b>Change Record</b>			
<b>Issue Date</b>	<b>Nature of Change</b>	<b>Ratified by</b>	<b>Date ratified</b>
01.08.17	First issue	ED	06.02.18
22.05.20	Visiting parameters updated to include infection control measures and other requirements; inclusion of visiting restrictions during Covid-19 including requirement for visitors to complete a self-declaration	Directors	20.05.20
11.06.20	Visiting guidelines for designated centres during Covid-19 updated	Directors	10.06.20
06.08.20	Visiting guidelines during Covid-19 updated	Directors	05.08.20
16.10.20	Visiting guidelines during Covid-19 updated (appendix 1); visitor self-declaration updated	Directors	06.10.20
17.05.21	Visiting guidelines during Covid-19 updated (appendix 1); visitor self-declaration updated	Directors	12.05.21
22.12.21	Hyperlinks to HSE guidance updated in Appendix 1	Directors	22.12.21
30.03.22	Visiting guidelines during Covid-19 updated (Appendix 1)	Directors	30.03.22
30.09.22	Removal of reference to standalone visiting guidance (stood down 04.07.22); removal of requirement for visitors to complete a self-declaration for contact tracing purposes (Covid-19 visitor self-declaration withdrawn)	Directors	28.09.22

## Visitors Policy

This document provides information on visiting and facilitating visitors for the people we support.

### Policy Statement

Positive Futures operates an open-door policy within supported living services for family and friends of the people we support. Parameters are as follows:

- The person we support 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 inform staff. Should the visitor be a non-family member, staff will ensure the consent and agreement of the person we support is recorded prior to the event
- 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. See Appendix 1 for Visiting Restrictions during Covid-19.
- Visitors are required to respect the privacy and wishes of the person they visit and others who may share the household.
- All visitors will agree in advance of their visit, the date and time of their visit with the appropriate staff member.
- 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 person we support.
- 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. Positive Futures 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 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.

## **Related Documents**

<b>Policies/Procedures</b>

<b>Guidance</b>
<ul style="list-style-type: none"><li>• Visiting Restrictions During Covid-19 (see Appendix 1 below)</li></ul>

<b>Forms/Templates</b>

## **Appendix 1**

### **Visiting Restrictions during Covid-19**

The vaccination roll out has greatly reduced the risk of severe disease and death from Covid-19. In January 2022, the government announced a significant easing of restrictions on social activity reflecting a positive assessment of the current status of the pandemic. In that context, it is appropriate to make additional progress towards normal visiting rights while recognising that there is a continuing level of risk and uncertainty.

Family and friends and the people we support are advised of the changes to the restrictions as well as any ongoing alternative methods that may be used to maintain and enhance contact, for example, phone calls, video calls, social media platforms etc.

#### **Visits**

During the visit, the visitor will comply with the Protocol for infection control during the Covid-19 pandemic and as follows:

- Upon arrival, visitors will be asked to confirm that they do not have symptoms of Covid-19 or have been told to self-isolate.
- Where the visitor has a fever / reports symptoms / has had contact with a person who is positive or suspected positive for Covid-19, in the interests of safety and wellbeing of the person and others in the home, the visit cannot be facilitated.
- The visitor will wash their hands and use PPE as directed by staff.
- Visitors are required to wear a surgical mask when in communal indoor spaces. Visitors do not need to wear a mask or avoid contact when they are alone with the person they are visiting. If the person supported is not vaccinated, they should be supported to wear a mask.
- Where the visitor has direct contact with the person we support, good hand hygiene should be maintained.
- The visitor will dispose of PPE as directed by staff and will practice good hand hygiene when the visit is complete.
- We are obliged to manage visits to avoid visitors interacting with other visitors or other people supported.
- Where a visitor is unwilling or unable to comply with reasonable measures to protect all people supported and staff, or if the visitor has not complied with reasonable measures during a previous visit, the visitor can be refused entry.

Please note:

- The duration of the visit should not be limited.
- Visits by children should be facilitated if the child is accompanied by an adult who takes responsibility for ensuring appropriate conduct and the child is able to comply with the general requirements for visiting.

### **Nominated Support Person**

Each person we support should have the opportunity to identify one nominated support person. The nominated support person should normally be able to visit for most of the day. The nominated support person should comply with the infection prevention and control measures in place.

Access of the nominated support person to the person we support should only be limited if:

1. the nominated support person is subject to self-isolation or restricted movement or otherwise represents an infection risk to staff or the person supported
2. there is a written recommendation from a public health or infection prevention and control practitioner to limit access for nominated support people for a defined period in a specific context.

### **Frequency of Visiting and Number of Visitors**

#### Routine visiting when there is no outbreak

- The minimum level of visiting should normally be visits by up to two people at one time. These can be different people who visit at different times or on different days.
- If the nominated support person is present at the time of the visit, it is reasonable to limit visits to one additional person at that time.

#### Access and Visiting in the context of an outbreak

- The nominated support person should continue to have reasonable access for some part of each day if they are aware of the risk to them, are prepared to accept that risk and to follow all necessary infection prevention and control measures.
- If a person supported does not have a nominated support person, visiting should generally not be less than two visits per week by one person.
- Services may need to limit indoor visitors during the early stage of an outbreak if specifically advised to do so by Public Health. If this is the case, alternative forms of communication will be facilitated. Any limitations on access in an outbreak will be reviewed twice each week.

Further information is available from the HSE in relation to [Outbreak Management Guidance](#).

In the interest of the health, safety and protection of the people we support, staff and visitors, visiting restrictions will be maintained by Positive Futures in line with the directives of HSPC until we are advised otherwise.

Positive Futures is grateful for the understanding and cooperation of the people we support and their visitors at this time.