



# POSITIVE FUTURES

Achieving dreams. Transforming lives.

<b>Name of Policy:</b>	Visitors Policy		
<b>Policy Lead:</b>	Operations Director		
<b>Next Review Date:</b>	31.01.28		
<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requirement for visitors to complete a self-declaration for contact tracing purposes (Covid-19 visitor self-declaration withdrawn)	Directors	28.09.22
31.01.25	Removal of information on visiting restrictions during Covid-19; minor changes to align this policy with other policies, including Communicating with Families, Carers and Advocates Policy	OD	23.01.25

## Visitors Policy

### Aims

To provide information on visiting and facilitating visitors for the people we support.

This Policy should be read in conjunction with our Communicating with Families, Carers and Advocates Policy, Code of Conduct and Practice and Data Protection Policy.

### 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 any current national or local infection prevention and control guidance.
- 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 if this reflects the wishes of the person we support.
- Where there is concern that a visitor is intoxicated, the visit will not be facilitated.
- If a visitor becomes upset or behaves in a way that is threatening to others, staff will try to diffuse the situation, however, Positive Futures does not tolerate any form of bullying, coercive control or disrespect towards people we support, staff or volunteers. Any visitor who presents such behaviour,

verbally or physically, will be asked to leave immediately. 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.

**Who the Policy applies to**

All staff	✓
Staff in specific services (list relevant services)	
Volunteers	✓
Trustees	
Contractors	

**Related Documents**

Procedures

Guidance

Forms/Templates

**How has this Policy been informed by staff, volunteers and the people we support?**

People we support	✓
JCC / Staff	✓
Departmental / Operational Managers	
Directors	
Other (please list)	