



Richardson Care  
*Caring is in our DNA*

## Visitors within the Homes Policy

Richardson Care is keen to promote autonomy and choice for all service users and wants them to feel that they are in their own home. Service users may be visited at any time within normal social hours i.e. between 8.00am and 10.00pm. Should anyone wish to receive visitors outside these times, to ensure that the rights of other service users are not infringed, prior agreement must be sought from the Homes Manager. Restrictions may be imposed on visitors' visiting times if their visits are seen to be affecting service users' care, welfare, safety or security or affecting therapies. Service users have the right to decline to see visitors, staff are to support service users' rights and choices.

### Procedure

1. Confirmation of identity should be sought prior to entry.
2. On arrival, staff must ask the visitor their name and fill in the visitors' folder on arrival and departure. This complies with fire legislation. The visitor must then be shown the emergency exits in the event of the fire alarm being activated.
3. Check with the Manager or Senior if the visit needs to be escorted and / or restricted.
4. Inform the service user of their visitor's arrival and escort the visitor to either; the service user's private room if deemed appropriate, or a suitable alternative area. Service users have the right to refuse to see visitors. We have the right to respect the service user's wishes. Visitors are to be informed of the service user's decision.
5. Staff must be aware of the visitor's movements to maintain the privacy and safety of the other service users.
6. Visits by celebrities, VIPs and other official visitors are to be dealt with in the same way. No member of staff is to notify the media of visits, before, during or after.
7. All visits must be recorded in the individual service user's personal file.
8. If the visitor expressed any concerns or complaints – forms are kept in the visitors' folder for them to complete and pass on to the person in charge immediately.
9. No visitors are to stay overnight, due to the vulnerability of the people who live within our care. Any exceptions to this must be authorised by the Homes Manager.
10. Tea, coffee and other drinks are available throughout the day. Light refreshments are to be offered i.e. sandwiches

Continued...

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**N.B.**

During a pandemic or an outbreak of an infectious disease/virus Richardson Care reserves the right to place restrictions on visitors, options including:

1. Total lock down
2. Time restricted
3. Restricted to outdoor areas
4. Staffed

Visitors will be provided with a contract explaining the restrictions.

Skype, Zoom, WhatsApp will be available at all times, unless there is a break in wi-fi connection.

N.B. All homes managers and Operational & Clinical Officer agree to the content of this policy.

p.p. Lisa Hutchins

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