



MANAGEMENT FOR  
QUALITY IN  
HEALTHCARE SERVICES

Market: UK	Authorised: _____	Date: _____	Page 1
<b>VISITORS TO THE HOME</b>			
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*The Management of the Home recognises the right of the individual service user to live the lifestyle of his / her choosing, subject to an appropriate Health & Safety Risk Assessment of the individual. Specifically, this Policy summarises the arrangements in place to enable service users to receive visitors of their choice at any reasonable hour:*

1. Service users' family, relatives and friends will be encouraged to visit the service user regularly and maintain contact by letter or telephone when visiting is not possible. In these cases staff will offer to assist the service user to respond where help may be needed.
2. The views of a service user's family will be encouraged and taken into consideration when assessing the service user's Daily Activities of Living as a basis for developing Care Plans. Family and relatives will be encouraged to participate in the service user's daily routine as far as is practicable.
3. Visitors will be welcomed at all reasonable times, and are asked to let the Person-in-Charge know of their arrival to, and departure from, the Home. They are encouraged to report any adverse circumstances to the Person-in-Charge, such as the service user finding a visit to be upsetting for any reason.
4. The service user has the right to refuse to see any visitor, and this right will be respected and up-held by the Person-in-Charge who will, if necessary, inform the visitors of the service user's wishes.
5. Under certain circumstances if, in the opinion of the Person-in-Charge, a visitation or a particular visitor may be contrary to the well-being of the service user, then the Person-in-Charge will report this fact to the Home Manager who may, at his / her discretion, exclude the visitor(s) from the Home. Such instances will be recorded in the Incident Log and the service user's personal notes, together with the reasons for exclusion.

**FORMS REFERENCES:**

Form No: 1-04 Visitor Log