



## HWCGS Care (T/A Segal Gardens)

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

Review Sheet		
Last Reviewed 31 Oct '19	Last Amended 31 Oct '19	Next Planned Review in 12 months, or sooner as required.
Business impact	<p>Changes are important, but urgent implementation is not required, incorporate into your existing workflow.</p> <p><b>MEDIUM IMPACT</b></p>	
Reason for this review	Scheduled review	
Were changes made?	Yes	
Summary:	This policy highlights the importance of visitors to HWCGS Care (T/A Segal Gardens) and the potential risks of visitors to Service Users and staff. This policy details how staff protect Service Users whilst promoting their rights and staff will respond to any risks to themselves or their colleagues	
Relevant legislation:	<ul style="list-style-type: none"> <li>• The Care Act 2014</li> <li>• The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014</li> <li>• Human Rights Act 1998</li> <li>• Mental Capacity Act 2005</li> </ul>	
Underpinning knowledge - What have we used to ensure that the policy is current:	<ul style="list-style-type: none"> <li>• Author: Care Quality Commission, (2019), <i>Information on visiting rights in care homes</i>. [Online] Available from: <a href="https://www.cqc.org.uk/sites/default/files/20191017_visiting_rights_information_2019_update">https://www.cqc.org.uk/sites/default/files/20191017_visiting_rights_information_2019_update</a> [Accessed: 31/10/2019]</li> <li>• Author: Kate Lampard and Ed Marsden, (2015), <i>Themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile</i>. [Online] Available from: <a href="https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/407209/KL_Le">https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/407209/KL_Le</a> [Accessed: 31/10/2019]</li> </ul>	
Suggested action:	<ul style="list-style-type: none"> <li>• Encourage sharing the policy through the use of the QCS App</li> <li>• Share 'Key Facts' with all staff</li> <li>• Ensure relevant staff are aware of the content of the whole policy</li> </ul>	



## 1. Purpose

1.1 To highlight the importance of visitors to HWCGR Care (T/A Segal Gardens) and the potential risks of visitors to Service Users and staff. This policy details how:

- Staff protect Service Users whilst promoting their rights
- Staff respond to any risks to themselves or their colleagues

1.2 To support HWCGR Care (T/A Segal Gardens) in meeting the following Key Lines of Enquiry:

Key Question	Key Lines of Enquiry
SAFE	S2: How are risks to people assessed and their safety monitored and managed so they are supported to stay safe and their freedom is respected?
WELL-LED	W1: Is there a clear vision and credible strategy to deliver high-quality care and support, and promote a positive culture that is person-centred, open, inclusive and empowering, which achieves good outcomes for people?

1.3 To meet the legal requirements of the regulated activities that HWCGR Care (T/A Segal Gardens) is registered to provide:

- The Care Act 2014
- The Health and Social Care Act 2008 (Regulated Activities) Regulations 2014
- Human Rights Act 1998
- Mental Capacity Act 2005



## 2. Scope

2.1 The following roles may be affected by this policy:

- All staff

2.2 The following Service Users may be affected by this policy:

- Service Users

2.3 The following stakeholders may be affected by this policy:

- Family
- Advocates
- Representatives



## 3. Objectives

3.1 HWCGR Care (T/A Segal Gardens) recognises the importance of the sustained and supported involvement of families and carers of Service Users. HWCGR Care (T/A Segal Gardens) also recognises that Service Users have full choice over who they wish to see, and that staff have a duty to safeguard adults, staff will be clear on the actions to take to support Service User choice whilst ensuring that Service Users remain safe and free from abuse.

**HWCGS Care (T/A Segal Gardens)**

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

**4. Policy**

**4.1** HWCGS Care (T/A Segal Gardens) acknowledges that HWCGS Care (T/A Segal Gardens) is the home of the Service User, and the flexibility and control that a person would exercise in their own home will be encouraged and supported.

**4.2** HWCGS Care (T/A Segal Gardens) recognises that family and loved ones being able to visit the Service User is central to developing person-centred care.

**4.3** HWCGS Care (T/A Segal Gardens) recognises the implications of the Lampard Enquiry for all services, not just NHS establishments. All visitors will be required to follow the procedure detailed within this policy no matter what their status, role or influence.

**4.4** In order to comply with regulations, all visitors will sign in and out of the premises.

**4.5** Staff will respect the Service User's relationships and give them as much privacy as possible.

**4.6** HWCGS Care (T/A Segal Gardens) will always respect the choices of the Service User, and if it is assessed that they do not have capacity in this area, then all decisions will be made in the Service User's best interests, following the principles of the Mental Capacity Act.

**4.7** If there is conflict between visitors, the service, Service Users or staff members then HWCGS Care (T/A Segal Gardens) will seek to resolve the issues amicably and to the satisfaction of the person raising the concern, however, the primary focus is the welfare of the Service User.



## 5. Procedure

**5.1** There will be no restrictions on visiting hours, other than those requested by Service Users collectively or individually.

The other rare exception may be in response to an infection outbreak. Staff will refer to the Outbreak Management and Barrier Nursing Policy and Procedure for further details.

**5.2** Visitors will be encouraged to announce themselves to staff on entry to the establishment, and to sign in and out of the premises.

**5.3** Unless specifically authorised by the Service User, visitors will be asked to wait in a reception area while staff ask the Service User if they wish to receive the visitor. If a Service User does not wish to be disturbed, the visitor will be told that the Service User has asked not to be disturbed at that moment.

**5.4** Service User's views on which of their visitors, if any, may be given unannounced access to them will be noted in the Care Plan, and staff will not grant other people unannounced access.

**5.5** If the Service User is assessed as not having capacity in the area of deciding who visits them, visits must still be enabled and encouraged, unless there are compelling reasons to say they are not in the Service User's best interest. The Mental Capacity Act decision-making process will always be followed in these circumstances.

**5.6** Visitors are requested to declare to a member of staff all food and drink brought onto the premises for consumption by Service Users, in order for HWCGS Care (T/A Segal Gardens) to exercise its duty of care in this area.

**5.7** To minimise the chance of any future misunderstanding, visitors are requested to declare to a member of staff any possessions taken from or given to Service Users.

**5.8** Visitors, where possible, will be accompanied to see the Service User they are visiting.

**5.9** On entering HWCGS Care (T/A Segal Gardens), visitors must agree to abide by the relevant policies and procedures.

**5.10** In the event of a visitor presenting a risk to the Service User they are visiting, other people accommodated, or staff, Mr Damian Cummings Gillian Gilmore will talk to the visitor, who may not realise that what they are doing poses a risk. If this continues, Mr Damian Cummings Gillian Gilmore would need to assess the level of risk and the impact on the Service User. In extreme cases, the matter will be referred to St Helens's safeguarding team. If criminal activity has taken place the police will be contacted and CQC informed.

**5.11** Seeing a loved one in a care home can be distressing, especially in the beginning or as they become more dependent because of frailty, illness or decreasing capacity. Bearing this in mind, if issues or conflict develop, Mr Damian Cummings Gillian Gilmore will first meet with the visitor and try to resolve them. Conflict between staff and a family member or friend may be detrimental to the wellbeing of the Service User. If the visitor has concerns about a Service User's care, these will be acknowledged, understood and acted on.

**5.12** If issues cannot be resolved, as an extreme measure, Mr Damian Cummings Gillian Gilmore may consider placing some conditions that restrict the visitor's ability to enter the premises if, for example, they believe (having sought advice from others, like the safeguarding team) that the visitor poses a risk to other Service Users and staff, or to the running of the service. For example, Mr Damian Cummings Gillian Gilmore could limit visits to take place in the Service User's room only.

**5.13** Any conditions will be proportionate to the risks to other people or staff and kept under review. HWCGS Care (T/A Segal Gardens) must be able to demonstrate that any conditions are not a response to the visitor raising concerns about the service as this would be a breach of the regulations.

**5.14** To promote the safety of and respect for all people using HWCGS Care (T/A Segal Gardens), visitors will only be allowed in the private accommodation of the Service User being visited, or the recognised communal areas of the service. Visitors will not be permitted into the private accommodation of any other Service User without the express permission of the Service User concerned.

**5.15** If the visitor is a person who is looking at HWCGS Care (T/A Segal Gardens) providing a service for themselves or another person in the future, then these visitors will be accompanied at all times. They will only be permitted to communal areas and the impact on people using the service will be minimised.

**5.16** If the visitor is a VIP, or other person with power and influence, then the same procedures for other visitors will be followed. They will be accompanied at all times and access will only be permitted to communal areas. Visits to Service Users in their personal accommodation will not be permitted without their express permission.

**5.17** HWCGS Care (T/A Segal Gardens) will ensure that the Complaints, Suggestions and Compliments Policy and Procedure is available and accessible to Service Users, their visitors and their

**HWCGS Care (T/A Segal Gardens)**

436 Fleet Lane, Parr, St Helens, nr Liverpool, Merseyside, WA92NH

loved ones. HWCGS Care (T/A Segal Gardens) will ensure that the Complaints, Suggestions and Compliments Policy and Procedure is followed in the event that a complaint arises. They will make sure that the Service User's care is not negatively impacted as a result of any complaint being made, nor will their visitors or loved ones experience any negative treatment.

**5.18** Where there are concerns about the visitors, HWCGS Care (T/A Segal Gardens) will follow St Helens procedures and seek advice from the safeguarding team.

The incident reporting system will be used to maintain a record of incidents.

**5.19 Volunteers**

Volunteers will comply with safer recruitment best practices which will include the need for Enhanced DBS checks if their role requires it. All new volunteers will undergo an induction, and this will include the need to maintain professional boundaries. In addition, staff supervising volunteers will need to be mindful of the volunteer's role and raise any concerns with Mr Damian Cummings Gillian Gilmore should they arise.

**6. Definitions****6.1 The Lampard Enquiry**

- | An independent report into the themes and lessons learnt from NHS investigations into matters relating to Jimmy Savile and the abuse that took place which focused on the NHS and made recommendations for future practice to reduce the chances of similar happening again

**Key Facts - Professionals**

Professionals providing this service should be aware of the following:

- | Visitors should be encouraged and are central to providing a person-centred service. This should be reflected in the Care Plan where applicable
- | Visitors need to sign in and out when they visit
- | Visitors should only have access to communal areas and the private space of the Service User they are visiting
- | Visitors should be accompanied to the Service User they are visiting where possible
- | If a Service User does not want to see a visitor, then this should be respected
- | When a Service User is assessed as not having capacity to decide whether they see someone or not, then decisions must be made in their best interests following the principles of the Mental Capacity Act
- | When conflict occurs with a visitor, it should be managed sensitively and where possible, the wishes of the Service User followed
- | The safety of the Service User, other Service Users and staff is paramount
- | Service Users and visitors should not be adversely affected for making a complaint

**Key Facts - People affected by the service**

People affected by this service should be aware of the following:

- | Visitors are encouraged at HWCGS Care (T/A Segal Gardens)
- | If you don't want to see someone then this choice will be respected, and staff will support you
- | You are encouraged to discuss any concerns or suggestions about visitors to HWCGS Care (T/A Segal Gardens) with Mr Damian Cummings Gillian Gilmore



## Further Reading

As well as the information in the 'underpinning knowledge' section of the review sheet we recommend that you add to your understanding in this policy area by considering the following materials:

**Care Quality Commission, Better care in my hands: A review of how people are involved in their care, May 2016:**

<http://cqc.org.uk/content/better-care-my-hands-review-how-people-are-involved-their-care>

**Care Quality Commission guidance on visiting someone in a care home:**

<https://www.cqc.org.uk/help-advice/what-expect-good-care-services/visiting-someone-care-home>



## Outstanding Practice

To be 'outstanding' in this policy area you could provide evidence that:

- | The service is proactive in identifying visitors for Service Users and increasing their network of friends
- | Visits are facilitated in a highly flexible manner and in locations at the direction of the Service User
- | The service always discusses visitors with the Service User and consistently respects their wishes
- | There is wide evidence of visitors being extremely satisfied with the input of the service in maintaining relationships
- | The wide understanding of the policy is enabled by proactive use of the QCS App
- | There is evidence that feedback from visitors is used to improve services



## Forms

Currently there is no form accompanied to this policy.