

	OPS 18
	Page 1 of 4
	Issued: August 2013
	Reviewed: April 2024
	Next review: April 2027

Visitor's policy and procedure for clients in shared accommodation

POLICY

1. Policy statement

- 1.1. This policy, and the procedure which supports it, sets out how we manage visitors to a service where there is shared accommodation to include clients' guests, professionals, and contractors.

2. Scope

- 2.1 This policy sets out to both staff and clients, what visitors are welcome in the service, following local procedures to determine when visits take place and recognises our responsibility to clients, staff, and visitors to ensure their health and safety and minimise risk. This policy and the procedure set out how we manage in visitors in our stage 1 accommodation where they are staffed 24/7. For services where there isn't staff permanently on site, local procedures will need to support this policy.

3. Responsibilities

- 3.1 Due to the diverse nature of our services, it will be necessary for each individual service to have a local procedure on visitors that has been written in consultation with clients, taking into consideration any health and safety issues.
- 3.2 Adult services (18+ hostels and shared accommodation units) - We do not permit any visitors under the age of eighteen, but we do recognise that many clients will have children that they may wish to receive visits from. It is recognised that in the main our services and buildings are unsuitable locations for children's visits. Where it is deemed unsuitable for children under 18 to visit services, staff will support clients to find alternative venues to enable contact to be established or continued.
- 3.3 Please refer to our Safeguarding and Wellbeing Policy (Ops 22) for guidelines on supporting clients with children.
- 3.4 Young people and young parent services (16-25 shared accommodation units) – We do not permit any visitors under the age of sixteen to our young people services. We do recognise that clients may have relatives who are under 16. Where possible visits to the services will be accommodated through arranged appointments, where this is not safe to do so staff will support clients to find alternative venues to enable contact to be established or continued.
- 3.5 Service procedures about visiting times for clients' guests will reflect the needs of the service. These must be reviewed with staff and clients on an annual basis. As part of their support plan, clients will be encouraged to receive appropriate visitors.
- 3.6 Official visitors to our services will be accommodated to ensure a client's dignity and privacy is protected.



Visitor's policy and procedure for clients in shared accommodation

OPS 18

Page 2 of 4

Issued: August 2013

Reviewed: April 2024

Next review: April 2027

3.7 For all services that are permanently staffed, official visitors and contractors must always be signed in.

3.8 Where services may not be regularly staffed, professionals and contractors should inform the service/team leader of their visit in advance. Visits from client's guests must be in line with the local procedure on visitors.

4. Off-duty staff

4.1 It should not be normal practice for off-duty staff to visit services. The manager can authorise this, but only when there is a specific reason related to a staff or clients' well-being.

4.2 Staff should not be on site more than half an hour before the start of their shift and should have left half an hour after finishing.

5. Staff visitors and pets

5.1 Staff may not invite personal guests to visit our services and visits by the relatives or friends of staff are strictly prohibited, unless there has been the agreement of the manager and clients in certain circumstances such as service open days.

5.2 Staff will not bring their pets into our services.

6. Insurance

6.1. Visitors to our service will be covered by our public liability insurance, so long as they are visiting a client or staff, accessing a service, such as Two Saints Enterprises or are a contractor or approved official visitor carrying out specified tasks.

7. Policy review

7.1. This procedure will be reviewed at least every three years by the business development and improvement manager or whenever circumstances change.

8. Links to other policies

- [OPS 22 Safeguarding and wellbeing policy](#)