

# Roxton Nursing Home

## VISITING

### 1.0 Introduction

1.1 This policy has been developed to ensure that visitors to Roxton Nursing Home are aware of our approach and how we can best ensure that their visit is high quality

### 2.0 Policy Statement

2.1 Roxton Nursing recognises the right of the individual resident to live the lifestyle of his/her choosing, subject to Risk Assessment. Roxton actively promotes visiting and the engagement of residents in activities.

2.2 Specifically, this policy summarises the arrangements in place to enable residents to receive visitors of their choice at any reasonable hour.

### 3.0 Scope of the Policy

3.1 The policy applies to all visitors who want to spend time with a resident:

### 4.0 The Visiting Policy

4.1 Residents' families and friends are encouraged to visit regularly and maintain contact by letter or telephone when visiting is not possible. In these cases staff will ensure, as part of care planning, that where help to respond is necessary this will be provided in the most appropriate manner. e.g. assisting with telephone calls or letter writing, ensuring birthday cards are sent and facilitating outings with or to relatives and friends.

4.2 With the agreement of the resident and in line with the Mental Capacity guidelines, the views of a Resident's family will be taken into consideration as part of the care planning process. This information will supplement the views and choices of the resident, and provide valuable information when the resident is not able to do so.

4.3 Visitors will be welcomed at all reasonable times, and these may need to take into consideration not only when this is most suitable for the resident, but also 'unsociable' hours in order to maintain contact. The resident's wishes must be paramount in these decisions. This is of particular importance during any illness of the resident and for end of life planning, when families and residents may wish to be together. Visiting should never unreasonably be prevented.

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- 4.4 Visitors are asked to visit at anytime between 9am and 7pm, where they want to visit a resident in their room. After 7pm, visitors are asked to use the main lounges for visiting purposes; this allows staff free access to rooms when preparing residents for the night. We ask that visitors do not walk the bedroom corridors after 7pm, to ensure that those residents that want to keep their doors open can do so with privacy.
- 4.5 Roxton welcomes friends and families at any time when the resident is poorly, the visitor should ask to speak with the nurse-in-charge to agree arrangements.
- 4.6 Visitors should sign the visitors' book on their arrival at, and departure from, the home. This is essential for Fire safety and awareness of who is in the building.
- 4.7 Visitors are encouraged to raise any concerns or questions with the nurse-in-charge and to be aware of the Complaints procedure. Visitors are encouraged to make suggestions and participate in family activities, such as consultation meetings and events.
- 4.8 At any time, the resident has the right to refuse to see any visitor, and this right will be respected and upheld by the nurse-in-charge who will, if necessary, inform the visitor of the Resident's wishes. Any such request or refusal of the resident will be recorded, with reasons, in the resident's personal file and where necessary, especially in an ongoing refusal, be included in the care plan. All staff will be made aware of such resident wishes, and ensure that any visitors involved should be tactfully referred to the nurse-in-charge on arrival.
- 4.9 Under certain circumstances a particular visitor may be contrary to the well-being of the Resident or the home in general. The nurse-in-charge will report this fact to the Matron/Director who may, at her discretion, exclude the visitor(s) from the home, giving the reasons for this decision. Such instances will be recorded in the Resident's personal notes and in the office diary, together with the reasons for exclusion.
- 4.10 Roxton Nursing Home will not tolerate any form of aggression, violence, harassment or discrimination. Any visitor contravening these areas will be asked to leave the premises. Any future visit will be the subject of an agreed 'personal contract' between the home and the visitor.

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4.11 Visitors are encouraged to use the grounds and, if agreed with the nurse-in-charge, to accompany the resident on a walk or (e.g.) shopping trip. The nurse-in-charge will ensure that it is safe for the resident to leave the home and agree any special arrangements with the visitor (including arrangements for personal care, food, fluids and medicines).

## 5.0 **Associated policies**

5.1 Visitors are encouraged to read the Home's policies relating to making complaints or suggestions, protecting vulnerable adults and safeguarding.