

Visitor Charter

The vast majority of the visiting experiences have been welcomed as supportive to our residents, employees and family members. However we have had a small minority of cases where our employees have not been treated with the respect they deserve especially at such a busy and challenging time. We would like to politely remind all visitors of the importance to treat our employees and others with respect when visiting our homes/sites. We all work for the same outcome: the safety and good health of our residents and your loved ones.

All residents, employees and visitors have the right to be treated with respect and to feel safe.

The Trust advises all visitors (e.g. friends, family members and representatives) to refrain from unreasonable behaviour when communicating with employees, residents and other visitors. This includes any unreasonable behaviour demonstrated face to face, over the phone, in an email, in writing or online (including social media).

Unacceptable behaviour also includes not adhering to our protocols in relation to infection control which include the wearing of personal protective equipment i.e. masks and social distancing.

We appreciate that visitors and relatives may sometimes act out of character when facing situations of stress, anxiety or distress, and that this may result in them raising their voice or losing their temper. However, such behaviour will be regarded as unacceptable if it persists or becomes abusive, violent, threatening or harassing.

As outlined in the Trust's Contact with/Visits by family and friends Policy, employees and/or residents have the right to refuse visitors and as such, employees may ask people to leave or refuse entry if they feel contact will cause distress to the residents or pose a security risk.

Examples of unacceptable and unreasonable behaviour may include:

- Being abusive or using aggressive tone or language towards employees or other residents that goes beyond the level they should not reasonably expect to receive.
- Harassing employees or other residents such as holding personal grudges or repeatedly targeting their correspondence towards an employee or manager whom they hold some personal enmity.
- Recording meetings or face-to-face/telephone conversations without the prior knowledge and consent of the other parties involved in line with data protection guidance
- Making unfounded or defamatory comments/accusations against the Trust or specific employees.
- Abusive or verbal aggression toward employees, residents, families or other visitors.
- Making contact with the organisation, which is unreasonably lengthy, complicated, aggressive, threatening or abusive towards employees.
- Making unnecessarily excessive demands on employees' time and resources (e.g. excessive telephoning or numerous e-mails or writing lengthy complex letters every few days and expecting immediate responses).
- Continuing to complain about a historic or irreversible decision or event.
- Combinations of some or all of these.
- Refusing to comply with the Trust procedures and protocols

Trust Action

Should a visitor or relative demonstrate any unacceptable or unreasonable behaviour, the Trust will issue them with a written warning stating that if such actions continue, the Trust may decide to treat them as 'unreasonable or unreasonably persistent', as per the Trust Complaints, Comments-Suggestions and Accolades Policy, and provide an explanation as to why this is the case. In some cases, it might be appropriate to provide copies of this notification to others involved. It may also be appropriate to try to resolve such matters by drawing up a signed agreement with the individual concerned setting out a code of behaviour for the parties involved.

If the above steps do not lead to a change in the individual's behaviour, the Care Quality Director will determine whether to identify the person as 'unreasonable or unreasonably persistent' and if so, what action to take. The Care Quality Director,

with the agreement of the Chief Executive will implement such action and will notify the individual in writing of the reasons why they have been classified as unreasonable or unreasonably persistent and what action will be taken which could result in visits by the specific individual/s being temporarily stopped.

In extreme circumstances the Trust reserves the right to pass any unreasonable or unreasonably persistent individuals/complainants to the Trust's solicitors or police, which may result in legal action against the individual.

For further information on the Trust's unreasonable or unreasonably persistent' status, please see refer to the Trust's Complaints, Comments-Suggestion and Accolades Policy, which is available on request.