

## Visitors' Charter

The vast majority of the visiting experiences in OSJCT care homes are supportive to our residents, family members and employees. However, in a small minority of cases our employees have not been treated with the respect they deserve.

We politely remind all visitors to treat our employees and others with respect when visiting our homes, schemes, and offices. 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 asks that all visitors (e.g., friends, family members and representatives) refrain from unreasonable behaviour when communicating with employees, residents, and other visitors. This includes communication via telephone, email, writing, social media and in person.

Unacceptable behaviour also includes not adhering to OSJCT protocols in relation to infection control. These protocols adhere to Government guidance and include regular handwashing and wearing of face masks inside the care home. Protocols may also include testing, wearing of gloves and aprons as directed and social distancing. Visitors providing personal care must adhere to the [Visitors' Agreement – Visitor providing personal care](#). If any visitor is unclear about OSJCT infection control measures they should ask a member of staff.

We appreciate that care home visits may involve stress, anxiety, or distress, and this may lead a resident or visitor to raise their voice or lose their temper. However, behaviour that persists or becomes abusive, violent, threatening or harassing is unacceptable.

As outlined in the [Contact with – Visits by family and friends Policy \(2.3.22\)](#), employees and/or residents have the right to refuse visitors. A member of staff may ask a visitor to leave or refuse them entry if they feel the visit will cause distress to residents or pose a security risk.

Examples of unacceptable and unreasonable behaviour include:

- Using an aggressive tone or language towards employees or other residents that goes beyond the level they should not reasonably expect to receive.
- Being abusive or aggressive toward employees, residents, families, or other visitors.

- Harassing employees or other residents such as holding a personal grudge or repeatedly targeting their correspondence towards an employee or manager for 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.
- Making unfounded or defamatory comments/accusations against the Trust or specific 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.
- Refusing to comply with the Trust procedures and protocols

### **Trust Action**

Should a visitor or relative demonstrate any unacceptable persistent, vexatious and/ 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 'persistent, vexatious and/ or unreasonable' 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 Regional Director for that home will determine what action to take.

### **Feedback and Complaints**

If you feel that you have been unfairly treated or you wish to share feedback and suggestions with the Trust in a formal way, you can follow the steps set out in the [Feedback and Complaints Procedure Leaflet](#).