

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](#) (see copy in the appendix). 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 \(2.3.22\)](#) (see copy in the appendix), 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](#), which can be provided by your care home or scheme by request.

Appendix

CH 6.04 Visitors Agreement – Visitor providing personal care

Home Name:		Home Manager Name:	
First Name:		Last Name:	

You can expect our employees to:	We expect visitors to:
<p>Be polite, courteous, and supportive to visitors at all times</p> <ul style="list-style-type: none"> Give clear guidance and direction on routes and areas of access/exit to safely support your visit Provide clear instruction on fire and evacuation procedures 	<p>Be polite and courteous to employees, residents, and other visitors at all times</p> <ul style="list-style-type: none"> Follow, if directed, employees' instructions in the event of a fire alarm activation Only access the areas of the care home that you need to for your visit, respecting the privacy of other residents' rooms
<ul style="list-style-type: none"> Provision of a calm, clean and organised home Provide as many opportunities as possible for visiting and visiting spaces, to our resident's friends and family members based on the assessment by the care home manager of the risks and benefits of visiting and the additional demands placed on the care home Ensure that employees are available should you have any problems during your visit around the needs of the resident Allow family pets to accompany the visitor subject to the discretion of the care home manager 	<ul style="list-style-type: none"> Pre-arrange visits (unless in exceptional circumstances as agreed with the care home team) Only access the areas of the care home that you need to for your visit, respecting the privacy of other residents' rooms, avoid visiting employee rest areas Avoid unnecessary interaction with other residents and employees Pets can visit subject to the discretion of the care home manager. Ensure that any pets are kept under control and not left unattended and should remain in the visiting area
<ul style="list-style-type: none"> Work hard to provide a clean environment to protect our residents and employees from infection Follow the OSJCT infection prevention and control policies and procedures Maintain records that cleaning has been completed Use enhanced cleaning equipment to improve the effectiveness of our cleaning to reduce the risk of transmission of Covid-19 and other winter illnesses and infections Ensure that all items required for the visitor that provides personal care are prepared and available in the visiting space Ensure that the visitor that provides personal care understands how to don/doff relevant PPE and how to dispose of it 	<ul style="list-style-type: none"> Don a fluid resistant face mask on entering the care home and replace it at the nearest PPE station with the fresh mask as required per CH 3.0. PROTOCOL 3.0. CARE HOME PPE. Adhere to handwashing and PPE guidance (appropriate to the type of visit arranged, and particular arrangements for young children) Be aware and minimise touching surfaces as you walk through the care home and in the visiting space Try to minimise any bags or belongings you bring into the care home and gifts for the residents should be wipeable (food should be wrapped and only for the resident, by exception, consumption by the visitor will be in the resident bedroom only with agreement of the care home manager) Communicate with employees to ensure all items required for visitor that provides personal care activity are prepared and ready for use in the designated visiting space.

	<ul style="list-style-type: none"> Remember to don/doff and dispose of PPE as advised by the care home employees Don apron, gloves and where a risk of splashing, a visor, directly before contact with your loved one/friend Dispose of apron, gloves (and visor where worn) in your loved one's/friend room into the waste bin provided. Remove fluid resistant surgical mask at the nearest PPE station to your visit area, wash or sanitise your hands and don a new fluid resistant surgical mask to walk through the building to leave. Only remove the fluid resistant surgical mask as you leave the care home.
<ul style="list-style-type: none"> Only attend work if they are feeling fit and free of symptoms 	<ul style="list-style-type: none"> Only visit if they are fit and free of fever and symptoms of Covid-19 or other transmissible illness/infection symptoms Only visit the care home if there is no reason to self-isolate (in line with Government guidance)
<ul style="list-style-type: none"> Take part in routine testing using LFD tests Take part in PCR and LFD testing during an outbreak Only work if they have negative test results Follow Government guidance and OSJCT policy regarding self-isolation 	<ul style="list-style-type: none"> Take a lateral flow test twice a week 3-4 days apart if you are a visitor who provides personal care Take part in PCR and LFD testing during an outbreak To complete any LFD testing at your own home (all adults and children over 11) just prior to the visit, recording the result using the UON of the care home, following the Government guidance on reporting results Have evidence of your negative LFD test result, if you are a visitor that provides personal care (or the date of your positive PCR or LFD test result if within the last 90 days) recording in the Visitors Sign In sheet Only attend the care home if the result of the LFD is negative

Where COVID-19 testing (LFD) is performed onsite completion of this consent by the individual visitor is required.

COVID-19 testing is provided by the DHSC. All information used as part of the COVID-19 testing will be treated in accordance with data protection legislation. For more information, please visit <https://www.osjct.co.uk/privacy-policy>.

I consent for my personal data to be processed by OSJCT and shared with the DHSC for the purposes of COVID-19 testing upon their request

..... Yes No

I consent to taking part in COVID-19 testing Yes No

I give permission to test my PCR and LFD sample Yes No

I consent for the results of the test to be shared with the Trust..... Yes No

I am also happy for my anonymised information to be shared as part of a National COVID-19 study. Yes No

Signed Date.....

If individual is aged between 11 and 18 years of age, must be signed by the parent/guardian

I understand the requirements and procedures to enable my access as a visitor who provides personal care which support the care home in managing the risk of transmission of Covid-19 and other transmissible illnesses to our residents and employees.

If I do not continue to adhere to these procedures, I understand that the care home manager may need to review my status as a visitor who provides personal care

Signed..... Date.....

CONTACT WITH/VISITS BY FAMILY AND FRIENDS POLICY

Outcome

The rights of residents to have or refuse visitors will be maintained at all times. This must be balanced with the health, safety and rights of people, including employees.

Structure

A person-centred care approach underpins all practices.

During the COVID-19 Pandemic, there are Government guidelines on visiting in the Care Homes and also for residents to go on visits out of the care homes. (See Protocol 6 Social visits for Residents) Each resident will have their individual arrangements for the types of visitor and the areas of the care home that the visit can take place, and visits out of the care home will be individually risk assessed. These will be reflected in the residents personal plan folder.

Outside of the COVID-19 Pandemic, contact/visits with family and friends will follow the process outlined below:

Process

- 1.0 On arrival and departure from the Home, all visitors must sign the 'Visitors Book' in order to comply with fire regulations, and the home's security policy.
- 2.0 Visitors may on occasion be asked to show some form of identification and verify their identity, in order to protect the security of residents, employees and premises and the privacy of residents.
- 3.0 Employees/residents have the right to refuse visitors and as such, employees may ask people to leave/refuse entry if they feel contact will cause distress to the residents or pose a security risk.
- 4.0 Visitors are welcome at any time, however visiting at meals time should be discussed with the individual resident where possible to ensure it is their choice, or in their best interests to receive visitors during their meal time.
- 5.0 Visitors must comply with the 'No Smoking' policy within the Home.
- 6.0 Visitors are requested to inform a member of the care team if a resident asks them to bring in 'Homely Remedies' (e.g. paracetamol, cough or cold remedies, laxatives etc.) to ensure that such medication does not interfere with the effectiveness of the resident's prescribed medication.
- 7.0 Visitors are requested not to enter any resident's bedroom without permission from the resident or the appropriate employee.
- 8.0 If visitors wish to have some privacy with a resident during their visit, they should ask an employee to find a suitable room.
- 9.0 Residents from time to time will leave the home with their visitor(s). It is essential if the care team are always informed for the fire register to be updated accordingly.
- 10.0 Infection Control – If visitors have current symptoms of infection, flu, diarrhoea or vomiting or any other contagious disease, they should be requested not to visit and to contact the home for further advice.
- 10.1 All visitors should be encouraged to wash their hands/use alcohol hand rub at the start and end of each Home visit.
- 10.2 If there is an infection/communicable disease outbreak in the Home then visitors should be clearly informed and advised to contact the Home before visiting, for further advice. Visitors will be restricted to the Home during an outbreak to ensure it is contained and not spread further.
- 11.0 Children who are visiting need to be supervised at all times by the accompanying adult.
- 12.0 Pets accompanying visitors need to be under control and not allowed to 'roam' within the Home. People wishing to bring a visiting pet into the home should discuss this with the home manager prior to bringing the animal.
- 13.0 People who are recorded by the Home/Service as the relatives/representatives or contactable person should be advised to inform the Home if their contact details change or they are not contactable on their usual telephone number, email etc. i.e. holiday/working away etc.
- 14.0 This must be recorded on the Relative/Representatives 'Away' Information Form (Appendix 1) and filed in the front of the resident's Personal Plan Folder.
- 15.0 Homes/Service can obtain the Relative/Representatives 'Away' Information Form from their respective Regional Office.
- 16.0 Regional Offices order these in bulk, 150 pads, full colour/lemon paper from the printers.