

OAKWORTH MANOR RESIDENTIAL HOME LTD	Issue Date: March 2023	Reviewed: 10/25
	Next Review: 10/27	
VISITING POLICY		

Purpose

The purpose of this policy is to lay out our rules and expectations for visitors to the Home and to ensure the safety and wellbeing of our residents and staff, while also promoting social interaction and companionship with visitors.

Please note that this policy does not apply to end of life visits or to essential carers.

Visiting Hours

Visitors are welcome to visit residents in our Home between the hours of 10:00am and 9:00pm.

We have protected mealtimes in our Home, which means we do not accept visits during these hours. Our protected mealtimes are between:

- 07:00am-09:30am
- 11:30am- 1.30pm
- 4.00pm - 5.30pm

You are permitted to visit during the above time if you are the essential care giver, or if you want to assist your relative or friend with their meal. Unfortunately, we are unable to provide any visitors a meal.

Visitor Limits

A maximum of two visitors per resident over the age of 16 are allowed in the lounge areas of the Home.

Room visits do not need to be booked in advance, we allow up to five visitors for these visits, including children under the age of 16 (as long as there is an adult guardian accompanying them).

Safety Measures

Visitors are encouraged to wear masks, although this is not essential. Visitors must sign in and out for each visit and social distancing guidelines are still recommended to visitors. Visitors should also inform staff if they have any COVID-19 symptoms, have been in contact with anyone who has tested positive for COVID-19, or have travelled abroad in the past 14 days.

No photos or videos are permitted when in our building at any time, unless you have obtained written permission from the manager prior to doing so.

Booking Process

Visitors can organise a room visit by calling our Home. Lounge visits are open to visitors, no booking is necessary.

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Resident Rooms

Visitors must seek permission from the senior/deputy manager before entering any resident's room.

Resident taking visits outside of the Home

Residents should not be discouraged from going out of the Home with a nominated individual(s). To ensure these outings are both safe and enjoyable, we request that the Home be notified in advance of any planned excursions. This allows our staff to prepare all necessary clothing and provisions the resident might need. We highly recommend that these outings be with the resident's next of kin or a specifically nominated individual who is fully informed about the resident's health condition and needs.

It is also important that the accompanying individual is provided with a set of emergency contact information, including details about the resident's condition and any necessary medical information. This should be arranged with the Deputy Manager, Senior or Activities co-ordinator. This proactive step ensures that, should any issues or incidents arise while away from the Home, the necessary actions can be taken promptly to safeguard the resident's health and well-being.

Respecting our Residents

Please be reminded that by visiting our lounges, you are entering the Home of our residents. The nature of our residents' illnesses present in different ways and some residents are in the more advanced stages of their illnesses. Some residents can be more vocal, some may enter your personal space, so please remember that you may be seen as a stranger in their home. We ask that you show respect to all residents in the lounge and understand that our staff know our residents well, including their likes, dislikes and when they require attention.

Staff Safety

We have a zero-tolerance approach to all forms of abuse to our staff members. Any visitors who do abuse our staff members in any way will be asked to leave and will be restricted from entering the Home.

Visitors must respect that staff members are in their workplace and should not be distracted from their duties.

Violation Consequences

We ask that you follow our visiting policy as closely as possible. This policy has been created to ensure the safety, comfort and wellbeing of our residents, staff members and visitors. If this policy is continually breached (3 times or more), the manager reserves the right to restrict your visiting privileges.

We hope that this visiting policy ensures the safety and wellbeing of our residents and staff, while promoting social interaction and companionship with visitors.