

WATERFORD INTELLECTUAL DISABILITY ASSOCIATION

Procedures Manual

Title: Visitors to the Service

SD-19

1.0 Scope

1.1 The arrangements for residents to receive visitors.

2.0 Aims and Values

2.1 To ensure there are no unnecessary restrictions on service user's receiving visitors.

2.2 To ensure a suitable private area is available for service user's to receive visitors.

3.0 Contents

6.0 Visitors to the service.

4.0 Referenced Documents

W-OVB Official Visitors Book.

W-SUF Service Users File

5.0 Responsibilities

5.1 The Person in Charge and all staff.

This is the procedure to be followed

6.0 Visitors to the Service

6.1 WIDA supports and encourages all service users in developing and maintaining relationships.

6.2 All visitors must sign W-OVB Official Visitors Book on arrival at the service, and also record when they leave

6.3 Where a private area exists in a service (aside from the service users bedroom), this should be used.

6.4 Service users should be encouraged to make their own visiting arrangements with friends and family, and to communicate these with staff to ensure effective running of the household.

6.5 If a service user requests restrictions on visitors, staff will support them to communicate this, if required.

6.6 In adult services, permission to restrict visits to a service user may only be given by the Person in Charge/Manager on Call, if there are valid safety concerns for the service user, or any other service user who is residing in the service. These concerns will be documented and due process must be followed in making any such decision.

6.7 In children's services, the parents of a child must inform staff of who may visit their child. This must be documented in the SUF-Service Users File.

6.8 Members of staff should be polite and welcoming to visitors whilst also respecting the privacy of the service user.

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- 6.9 Service users should be encouraged to independently cater for their visitors, but where assistance is required it should be available.
- 6.10 All visitors should behave in an appropriate manner, and the service user should be aware of the terms and conditions of W-095 Service Provision Agreement and lease for the property where they reside (if applicable).