

1.0 Policy

- 1.1 The Children's Sunshine Home, operating as LauraLynn Ireland's Children's Hospice (known as the Service) recognises the right for:
- Residents to maintain personal relationships and links with the community;
 - Residents, staff and stakeholders to be treated with dignity and respect.
- 1.2 The Service is committed to ensuring that all concerned are provided with a safe living and working environment which is free from all forms of bullying, sexual harassment and harassment.
- 1.3 The Service shall ensure that, in so far as reasonably practicable, residents are free to receive visitors without restrictions, unless;
- In the opinion of the Director of Nursing/Designate, a visit would pose risk to the resident concerned or another resident; or
 - Where the adult resident/advocate or child resident/family/guardian or social worker has requested the restriction of visitors; or
 - A Court Order has required the restriction of visits.
(Health Act 2007; S.I. 367 of 2013)

2.0 Scope

- 2.1 This policy applies to all residents, staff, volunteers, families, visitors and members of the public.

3.0 Definitions

- 3.1 *Zero Tolerance* – The Service considers aggressive behaviour to be, abusive or threatening comments, bad language, physical contact and aggressive gestures.
- 3.2 *Residents* - are the adults and children residing in the Disability Service, including children using the Respite Service.
- 3.3 *Visitor* - is any person other than a resident/service user or rostered member of staff. (HSE 2014).

4.0 Responsibilities

- 4.1 *The Director of Nursing:* dissemination, review, approval and recommendation. To ensure policy statement is publicly accessible.
- 4.2 *The CNM 1 in Disability Service:* communication to team and to ensure implementation of Policy.
- 4.3 *All Staff and Volunteers:* adherence to this Visiting Policy.
- 4.4 *Families, Visitors and members of the public:* adherence to this Visiting Policy. Non adherence could result in being asked to leave the premises immediately and/or visiting restrictions.

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5.0 Procedure

5.1 LauraLynn considers aggressive behaviour to be abusive or threatening comments, obscene language, physical contact and aggressive gestures. The Service operates a 'zero tolerance' policy with respect to the protection of all residents and staff. This means that no abuse of residents or staff is acceptable, whether verbal or physical. Any person acting in an aggressive, threatening or abusive manner will be asked to leave the premises immediately. Any breach of this visiting policy staff will inform Senior Management in the first instance which may result in the Gardai being contacted.

5.2 These procedures are in place to support the policy and ensure the protection, well being and privacy for the residents, parents/visitors, staff and volunteers:-

- All visitors **MUST** sign in and out at the designated entrance.
- All visitors must report to the Nurse on duty upon entering the building.
- Recommended visiting hours are from 10 am to 8 pm.
- Extended families and friends are asked not to visit during meal times 12 noon – 2 pm (lunch) and 4 pm – 6 pm (dinner).
- Visiting to be limited to a reasonable number of people, 2 or 3 maximum, for each resident.
- Only visitors approved by the parents/guardians and management are permitted to visit.
- Visitors under 12 years of age must be supervised by an adult at all times.
- Where staff are wearing a red apron they **MUST** not be disturbed as they are preparing medications.
- Housekeeping:
 - Cups of coffee/meals are available in the restaurant;
 - Visitors/parents can use small sitting room in Hazel House/Willow View to wait if staff are required to provide clinical care;
 - Visitors/parents are not permitted to use corridors or general sitting room as a waiting area;
 - If in doubt – ASK any member of the Care Team.
- We ask that all visitors respect the children/adults and staff and behave in an appropriate manner. If staff members are of the opinion that visitors are causing disruption, they will be asked to leave. The service has the right to refuse/restrict visitors.

In the event of escalation of a difficult situation, the following will be followed:

On site security contacted;

- i. On site security contacted
- ii. Manager/Executive On call contacted
- iii. Decision made to whether Gardai will be called

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6.0 Evaluation & Audit

This policy and associated procedure(s) will be amended as necessary to reflect any changes to best practice, law or substantial organisation changes. It is reviewed and evaluated for appropriateness and effectiveness every two years.

7.0 References

Appendix 1 – Visiting Policy Notification.

ND027 - Services Escalation Process in the event of an internal emergency/major incident.

Health Service Executive (2014) *Policy on Management of Work-Related Aggression & Violence*.

Health Information and Quality Authority (2013). *National Quality Standards for Residential Services for Children and Adults with Disabilities*.

Health Act 2007 (Regulations 2013; S.I. No. 367 of 2013). *Care and Support of Residents in Designated Centres for Persons (Children and Adults) with Disabilities*.

Health Service Executive (2014) *Safeguarding Vulnerable Persons at Risk of Abuse National Policy & Procedures*.

8.0 Appendix 1



Disability Service Visiting Policy

For each child/adult's protection, security and health and safety all visitors **MUST** sign in and out at the designated entrance.

All visitors must report to the Nurse on duty upon entering the building.

- Recommended visiting hours are from 10 am to 8 pm
- Extended families and friends are asked not to visit during meal times 12 noon – 2 pm (lunch) and 4 pm – 6 pm (dinner)
- Visiting to be limited to a reasonable number of people, 2 or 3 maximum, for each child/adult
- Only visitors approved by the parents/guardians and management are permitted to visit
- Visitors under 12 years of age must be supervised by an adult at all times
- Where staff are wearing a red apron they **MUST** not be disturbed as they are preparing medications
- Housekeeping:
 - Cups of coffee/meals are available in the restaurant
 - Visitors/parents can use small sitting room in Hazel House/Willow View to wait in if staff are required to provide clinical care
 - Visitors/parents are not permitted to use corridors or general sitting room/kitchen as a waiting area

If in doubt – ASK any member of the care team!

Zero Tolerance

LauraLynn considers aggressive behaviour to be abusive or threatening comments, obscene language, physical contact and aggressive gestures. We operate a 'zero tolerance' policy with respect to the protection of all staff, children and adults. This means that no abuse of staff, children or adults is acceptable, whether verbal or physical. Any person acting in an aggressive, threatening or abusive manner will be asked to leave the premises immediately.

We ask that all visitors respect the children/adults and staff and behave in an appropriate manner. If staff members are of the opinion that visitors are causing disruption, they will be asked to leave, or the Gardai may be contacted. The service has the right to refuse/restrict visitors.

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