




Aurora

Enriching lives, Enriching Communities

Visitor Policy

Policy Number	Policy Developed by	Date Developed
9 – Schedule 5	Geri Wilson	27.04.2016
Version	Amendments	
4	Review of policy to reflect rebranding	
Reviewed by		Review completed
Aine Forde Mirjam Lettner		15.03.2023
CEO signature		Next Review Date
		15.03.2026

Mission Statement

Enable people with complex needs to experience the same rights as every other citizen and as equal members of the community.

1.0 Purpose of Policy

- 1.1 The purpose of this policy is to establish clear and defined procedures for the residential house in facilitating each person supported to receive visitors in accordance with the wishes of the person supported.
- 1.2 Aurora recognises the right of the person supported to live the lifestyle of his / her choosing.
- 1.3 This policy summarises the arrangements in place to enable persons supported to receive visitors of their choice at any reasonable hour.

2.0 Scope of the Policy

- 2.1 This policy applies to all persons supported availing of the Aurora residential service.
- 2.2 This policy applies to all staff employed by Aurora.

3.0 Definitions

- 3.1 For the purpose of this document a vulnerable adult is a person over the age of 18 who is or may be in need of community care supports by reason of an intellectual disability, and is or may be unable to take care of him or herself, or is or may be unable to protect him or herself from significant harm or serious exploitation, as defined in his/her personal plan.
- 3.2 The term visitor as used in this document applies to family, relative and friends of the person supported, volunteers, staff on duty and managers from Aurora, visiting staff and/ or agents from other services and external contractors.

4.0 Responsibilities

- 4.1 The Person in Charge (PIC) shall ensure that having regard to the number of persons supported and the needs of each person supported that a suitable communal area is made available to receive visitors.
- 4.2 The PIC and support staff shall ensure that as far as is reasonably practicable persons supported are free to receive visitors without restriction, unless-

- 6.4 Staff coming on duty within each house to sign the staff sign in /out form (see Appendix 2, Staff Sign In / Sign Out sheet.)
- 6.5 Persons supported are encouraged to have annual barbeques, Christmas parties and other celebrations to entertain their family and friends. Where appropriate, staff provide support to persons supported with planning and entertaining their visitors.
- 6.6 Family and relatives will be encouraged to participate in the daily routine of the person supported as far as is practicable.
- 6.7 To facilitate privacy and safety visitors are asked to remain in communal areas unless it is an immediate family member who can visit a person supported in their bedroom. Those wishing to visit at mealtimes are respectfully asked to visit in the communal areas.
- 6.8 Visitors are encouraged to report any adverse circumstances to the staff on duty, such as the person supported finding a visit to be upsetting for any reason.

7.0 Visitors Staying Overnight

- 7.1 Persons supported can in certain circumstances and locations have family members or friends to stay overnight as a guest in their home. This is limited to specific locations where facilities are provided, for example a guest room is available and where a person supported is living alone.
- 7.2 It is not the policy of Aurora to permit visitors to stay overnight in fully staffed homes unless exceptional circumstances relating to a person supported exists i.e. person supported is at end of life stage.

8.0 Procedure to be followed for a visitor to visit overnight:

- 7.1 A request in writing must be forwarded to the WCI Manager outlining the detail of the proposed visit, i.e. date of proposed visit, length of stay, relationship to person supported, and reason for visiting overnight.
- 8.2 The Senior Social Worker and WCI Manager will assess the request and if approved carry out a full risk assessment to ensure the safety and wellbeing of the person supported and /or other persons supported is maintained at all times including protection from potential abuse.

Appendix 1		Visitor Sign In – Sign Out				To Be Filed & Retained at House				
House:										
Date	Name	Family/Friend/Service User/Visiting Staff/Business/Organisation	Time In	Time Out	Time In	Time Out	Time In	Time Out	Time In	Time Out

Appendix 1

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