


# PREMISES ACCESS: STAFF AND VISITORS

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## Policy Statement

For this organisation to provide a safe and secure environment for its residents, staff, contractors and visitors it is necessary to have in place a robust premises access security policy, along with procedures that will enhance security and safety.




## The Policy

*This organisation will take all reasonable measures to maintain the security and safety of all residents, staff, visitors and contractors who are on the organisation's premises. This policy applies to all staff and contractors and other visitors must comply with the instructions issued to visitors below.*

*All individuals using the organisation's premises must take responsibility for promoting access to them by ensuring that security and safety are maintained via adherence to the principles within this policy and any supporting instructions. Failure to abide by the policy may lead to disciplinary or criminal proceedings being taken against the individual.*

## Principles

All staff must

-  Wear the relevant name identity badges at all times whilst on the organisation's premises
-  On entering the premises sign in using the appropriate system and use the swipe machine.
-  On leaving the premises take the appropriate action to secure the premises overnight, remembering there is 24 hours cover.






## Suspicious Behaviour


If staff notice any suspicious behaviour or criminal activity they must inform the RGN in charge or the manager or deputy. Where appropriate, the RGN in charge will question the individual(s) in a customer-friendly and positive manner. They will either direct a security response to the area as a matter of urgency, or ensure the Police are contacted, if appropriate.

If a member of staff comes across a person in the building that they do not recognise they must challenge the person to identify themselves. If they cannot identify themselves they must be asked to leave and the incident reported at once. If the person does not leave the police must be contacted to safeguard the staff and service users















## Visitors

'Visitors' refers to any non-professional colleagues, e.g. relatives, friends, entertainment bookings, community volunteers, ex-employees. All visitors must:

-  Report to reception and complete and sign the visitors book on arrival.
-  Have a general responsibility to look after the organisation's property whilst on site and to give due consideration to security issues
-  Follow security procedures designed to protect the organisation's property, wear their visitor pass (where issued) at all times and surrender the pass on leaving the property
-  Follow any given instructions by any member of staff who is carrying out procedures in an emergency situation. They should acquaint themselves with the premises' floor plan and emergency exits
-  Respect the privacy of others by keeping their personal and/or medical information (verbal, written, or any other form) private and confidential.

-  All interactions with service users, staff, other visitors, must be conducted with respect. The organisation takes a zero-tolerance attitude to abusive behaviour towards or harassment of staff or colleagues.

### **General**

-  Visitors will be welcome where the residents initiate the visit
-  If the organization is experiencing isolated cases of infections such as gastrointestinal or respiratory infections, all visitors will practice infection prevention and control measures as advised by management or nursing staff , but it is best to avoid coming in
-  All visitors will wash their hands (using alcohol rub provided) upon entering and leaving the premises
-  In the event of an outbreak, visits to the home may be restricted in the interest of health and safety and infection control
-  Visitors who are ill (i.e. with cold or flu) should call and speak to the manager before visiting
-  Visitors will identify themselves to staff and clarify with them appropriate aspects of care pertaining to the resident they are visiting (i.e. food, drink, or hands-on involvement)
-  Visiting hours are deemed to be the normal office hours. Evening and weekend visits are encouraged and usually take place before 8pm. Main meal times are to be avoided as people with dementia may become distracted and stop eating, unless family members wish to assist with eating.
-  Children accompanying visitors must be supervised by an adult at all times!!
-  Pets accompanying visitors must be leashed and under control
-  All organizational premises is a non-smoking environment for visitors, and there are designated smoking areas outside.
-  Any injury, hazard, or problem, no matter how minor, must be reported to staff immediately to be recorded in the accident or incident report book
-  Visitors are encouraged to share their concerns, comments, complaints and also their compliments with staff and the manager. A copy of the policy on complaints or comments must be available for them to see
-  Visitors who fail to follow these policies may be asked to leave the premises
-  The organisation cannot be held responsible for injuries visitors suffer as a result of violating these rules.

### **Training Statement**

All staff will be offered training covering information about staff duties and responsibilities including under the Equality Act 2010, health and safety risk management and the reporting of hazards. All new staff will receive induction training that will include guidance on improving access and procedures wherever possible. In particular, staff will be trained to be more aware and involved with disabled access and to consider how services can be provided in a way that disabled people would find more convenient.

*Related Policies*  
*Disability Discrimination*  
*Equal Opportunities*  
*Equality and Diversity*