

Policy number	4.35
Subject	Service Users – Visits & Access
Directorate responsible	EDUCATION
Date last reviewed/by whom	January 2014 /Rex Richardson Director of Care Services
Date to be reviewed	February 2017
Date of Equality Analysis	January 2014



Policy:

All service users are encouraged to make friends with people from the local community and residents of Linkage’s care homes are free to receive family and friends in their homes.


Procedure:

1. Linkage Care Services

- a) Some residents make friends with people from the local community. Some residents request that their hometown friends be permitted to visit and stay at their residential accommodation. As all beds are occupied and there are no guest rooms, nobody will stay at any residence with the exception of Livingstone Court; friends of residents who wish to visit the resident at their respective care home may do so as long as they respect the wishes of other residents and confine themselves to ‘public’ rooms.
- b) In any case, the resident should seek approval from the manager before his/her friends come into the building. Carers/families are recognised as an essential and important part of the team in ensuring the resident’s quality of care and service are met. Linkage shall ensure that relatives/carers voices and opinions are responded to positively.

2. Linkage College

- a) Some students make friends with people from the local community. Friends of students who wish to visit the students during leisure time may do so, as long as they respect the wishes of other students and confine themselves to ‘public’ rooms,
- b) The student should seek approval from the Registered Manager before his/her friends come into any of the residential settings. Carers/families are recognised as an essential and important part of the team in ensuring the resident’s quality of care and service are met. Linkage shall ensure that relatives/carers voices and opinions are responded to positively.
- c) If visitors are unable to access ‘public rooms’ in the house, or require more private space to follow religious observance, Linkage will make every effort to accommodate this. (Please refer to policy 4.27 ‘Religious and Cultural Observance’ for more information).

Signed:	
Position:	Director of Education
Date:	29.01.14