



Policy number	4.35
Subject	Visitors
Directorate responsible	Care & Education
Date last reviewed	January 2023
Date to be reviewed	January 2026

Policy

Linkage is committed to providing as far as reasonably practicable a safe environment, for all clients, learners and employees across all services and settings. Linkage employees must take responsibility for care services or educational setting by ensuring visitors follow the requirements of this policy and are adhered to at all times.

Procedure:

All visitors must report to reception and sign the Visitor's Book on arrival and departure. Where a location has no reception the visitor is required to ring the door bell and await a staff member to begin the signing in procedure.

When signing the visitor's book the visitor will be made aware of the centre's fire procedure and exits should the alarm sound.

At Linkage's educational services visitors will be provided with a visitor's badge upon signing in. This will provide identification to staff and learners at the service.

Health and Safety / Security

Staff must check the identity of any visitors they do not recognise before allowing them into the service. All visitors to the services must be recorded in the Visitor's Book and accompanied by a member of staff at all times whilst in the building.

Where family members or friends are visiting clients this may not require accompaniment but staff need to be aware of the location of the visitors and the support needs of others in the environment.

External Contractors must chaperoned at all times as outlined in the safeguarding policy unless they meet the criteria to be not classed as a visitor.

Where possible all visits will be booked in advance so the services staff know when to expect them.

Visitors must report all accidents, incidents or near misses on Linkage's premises prior to leaving site.

Appendices

4.35a Visitor Signing in Sheet

Signed:	<i>Anthony Heppell</i>
Position:	Head of Quality and Safeguarding
Date:	January 2023