



## **ANDERIDA ADOLESCENT CARE**

### **VISITOR'S PROCEDURE**

- Anderida welcomes visits to the home and will endeavour to make all guests feel comfortable. Anderida recognises that this may present risks to the residents and it is the staff's responsibility to monitor and manage all visits.
- Anderida will take the following precautions in ensuring the safety and welfare of the young people:
  - All visitors must present ID, giving their full name and address, and contact details of an appropriate responsible adults if under 18.
  - Every home must have a system in place to record all visits made to the home, and all guests be signed in and out of the visitor's book, recording both their Christian name and surname.
  - Where a Police Officer is attending the home mentors must ensure that they record their badge number in the visitor's log.
  - In the case of contractors, they are responsible for their own tools and must always keep these within eyesight. Staff can also offer a secure place to leave articles/belongings. Where young people are in the home mentors must always supervise.
  - Any unsafe or disrespectful behaviour from visitors or residents will result in visitors being asked to vacate the home and a review of future visits.
  - Any criminal behaviour from visitors will result in police action (e.g. assault, criminal damage, theft).
  - All young people are to be given clear written and verbal guidance on any arrangements for receiving visitors to the home.
  - All relevant persons are to be made aware and permission granted prior to allowing entry. This will include the home's manager, relevant social worker, and parents or guardians of visiting persons.
  - If any visitor, mentors or other residents is in young people's bedrooms, the door must always remain open.
  - A full risk assessment is to be completed before any overnight visits can happen and permission sought from the relevant person, (this could be the manager of the home when authority has been designated at point of placement).
  - Individual risk assessments must be considered prior to allowing visitors into the home.
  - Invites of guests for meals must be agreed by the home in advance of any such arrangements and checked with all responsible parties (Mentors, managers).
  - Individuals entering or remaining in the home without consent are trespassing. They must, in the first instance, be asked to leave; refusal to do so will result in staff contacting the police.

- Mentors should regularly request completion of a visitor's questionnaire to give feedback around the visitor's experience of visiting the home.