

Visitors Policy and Procedure

Update April 2026

Introduction and Background

City Care Partnership recognises the vital role that visitors play in maintaining meaningful relationships, supporting emotional wellbeing and strengthening social connections for the people we support. Our top priority remains to safeguard the health, safety and dignity of everyone in our services. This includes minimising the risk of infection transmission and preventing outbreaks of infectious diseases.

This policy aligns with government guidance and is developed in collaboration with local Community Infection Prevention and Control Teams. It outlines safe, person-centred visiting practices during periods of normal operation and infection risk, ensuring we protect public health while respecting individual rights.

Purpose

This policy balances the rights of individuals to receive visits with the need to protect others in care settings. It provides a clear framework to ensure safe and equitable visiting practices, especially during times of elevated infection risk.

Types of Visits

Visits may occur in various ways, including family, friends, professionals and contractors. The primary focus is to prevent infection transmission into homes while enabling visits to proceed safely and meaningfully.

Key Measures for Infection Prevention and Control

Sterilising Hands:

Visitors must sanitise their hands upon entering and leaving the service. Hand sanitiser and/or washing facilities will be provided.

Visitor Reporting:

Visitors are encouraged to report any concerns they observe during their visit. Information on how to report concerns will be readily available at all services.

Pre-Visit Health Screening:

Visitors will be requested to review their health prior to visiting, addressing symptoms or potential exposure to infectious diseases. If the answer is YES to any of these questions, the visitor should contact the service manager to discuss how to safely manage the visit, for example, this could be re-arranging or wearing PPE.

- Have you been unwell in the past 2 days?
- Have you had diarrhoea or vomiting in the last 2 days?
- Do you currently have a rash that has not been diagnosed or has been diagnosed as infectious?
- Do you currently have a cough?
- Do you currently have flu or Covid 19 symptoms?
- Do you currently have a high temperature or fever?
- Have you been exposed in the last 7 days to an infectious disease?

Risk Assessments:

Risk assessments will be conducted based on information given by the visitor or available at the service. In uncertain cases, the Health and Safety Manager or Local Community Infectious Control Team will provide further guidance.

Exceptional Circumstances:

Reasonable adjustments will be made for exceptional circumstances, such as end-of-life visits.

Service Lockdowns:

In the event of an outbreak, services may restrict visits to essential and exceptional cases only, in consultation with health authorities (best interest processes will be followed).

Compliance with Guidance:

All visits will follow national and local infection control guidance, this may include PPE usage, designated visiting areas and hygiene practices.

Policies and Procedures

Infection Risk Assessments:

If a visit poses a risk, then individual service/person specific assessments can be conducted to ensure that everybody is kept safe. This may involve additional IPC measures or re-arranging the visit for another time, this will be dependent on the potential impact of infection for the person/service and individual capacity levels.

Visitor Health Checks:

Health status checks (as outlined above) will be conducted, the visitor should inform the service if any further assessment is required prior to the visit.

Visitor Responsibilities:

Visitors must adhere to the following:

- Notify the service in advance of their visit
- Check in with the service on the day to confirm conditions are safe
- Avoid visiting if unwell or symptomatic (please inform the service if applicable)
- Provide honest regarding any potential issues
- Sanitise hands upon entry and exit, comply with PPE requirements and respect other infection control measures where required

Supported living settings are the person's home, visits will be facilitated in line with the person's wishes as far as is reasonably possible. Infection prevention measures should still apply, with adaptations based on the individual's needs and capacity.

For people who lack capacity, decisions can be made in their best interests under the Mental Capacity Act (2005). Individuals will be supported to understand visiting protocols using accessible formats and their preferences will be prioritised wherever possible.

Ability to Decline or Suspend Visiting

City Care Partnership reserves the right to assess and decide on the safety and viability of visits to ensure the well-being of all involved.

Declining Visits:

Following a thorough and transparent risk assessment, City Care Partnership may decline a visit if it poses a significant risk to anyone. Clear reasons will be communicated to the visitor(s) in an honest and respectful manner.

Suspending Visits During Outbreaks:

Visits may be restricted or suspended immediately in response to:

- A suspected or confirmed outbreak of an infectious disease within a service
- A suspected or confirmed case of infection in the local area

-A safeguarding concern which requires investigation.

Non-essential visitors will be excluded during these periods.

Transparent Communication:

Any restrictions or changes will be implemented transparently, with clear communication to residents, their

families and the local authority to ensure understanding and minimise distress. Where a person has capacity they will be given relevant information to make an informed decision.

Dynamic Risk-Based Approach:

City Care Partnership will adapt its visiting policies based on evolving risks in the local community, ensuring decisions reflect the current situation and prioritise safety.

Rights and Responsibilities

This protocol includes a set of rights and responsibilities for both City Care Partnership and visitors which put the welfare and wellbeing of people we support at the heart of our visiting arrangements.

Rights

City Care Partnership has the right to:	Visitors have the right to:
Mitigate infection risks by refusing entry or requesting that a visitor leave for reasons consistent with this protocol	Access care settings in line with the visiting policy, provided they comply with entry requirements
Implement increased visitor restrictions during outbreaks or exceptional circumstances	Receive timely, clear and regular updates on visiting arrangements
Provide alternative means of contact, including video or community-based visits	Be supported in maintaining meaningful connections when in-person visits are restricted

Responsibilities

City Care Partnership has a responsibility to:	Visitors have a responsibility to:
Follow national and local guidance on visitor protocols	Play an honest role in risk assessments and provide accurate information
Provide a clear, accessible visiting policy using a dynamic risk-based approach	Follow the visiting policy and code, including booking visits as required
Communicate clearly how visits will be conducted, including IPC measures	Avoid visiting when unwell or symptomatic
Support staff with processes and procedures to facilitate visits safely	Respond truthfully to screening questions
Treat all visitors with respect and provide clear guidance	Treat staff respectfully and follow their guidance
Keep families informed of outbreaks and any impact on visiting	Comply with IPC measures

References

References retained as per original for compliance and transparency.

Related Policies

This policy should be read in conjunction with:

- Safeguarding Adults Policy
- Personal Support Policy
- Infection Control Policy
- Mental Capacity Act Policy
- Rights and Responsibilities Framework