

# Visitors Policy and SOP



## Lead Director

Claire Champion

## Date Reviewed

September 2022

## Lead Author(s)

Kirsten Mackison - Quality & Change Manager  
Launa Randles - Head of School

## Date Drafted

March 2022

## Critical Readers

Karissa Agustin  
Claire Champion  
Michael Faulkner  
Catherine Jones  
Kirsten Mackison  
Michelle Okukda  
Launa Randles  
Jane Taylor  
Georgia Thorpe  
Silvia Voinea

## Date

August 2022

## Recommended By

KCSIE Audit  
Clinical Governance Group

## Endorsed Date

August 2022

## Approved By

Clinical Governance & Safeguarding Committee

## Ratified Date

26 August 2022

## Published Date

April 2023

## Next Review Date

August 2025

## Contents

### Document Change Control

Version	Status	Description (of changes)	Reviewed by	Reviewed/ Issued Date
0.1	Draft	Reformatting and amendments of safeguarding elements	M Okuda	23/03/2022
0.2	Draft	Amendments to sections 2.1 to 5.0	K Mackison	24/05/2022
0.3	Draft	Inclusion of Appendix 3 and Appendix 4. Amendment to section 4 of the policy (Lettings)	K Mackison	09/06/2022
0.4	Draft	Inclusion of Appendix 2	K Augustin	09/06/2022
0.5	Draft	Amendments to sections 1.0 / 2.3.10 / 4.2	LRandles	14/06/2022
0.6	Draft	Addition of section 4 to the SOP – guests in staff accommodation	C Jones	27/06/2022
0.7	Draft	Amendment to section 1 of Policy, Section 2 of SOP	C Champion	07/07/2022
0.8	Draft	Incorporating comments and feedback relating to international families	J Taylor, G Thorpe, S Voinea	12/07/2022
0.9	Draft	Inclusion of Pets and Visiting Animals Policy & SOP into the appendices	C Champion	13/07/2022
0.10	Draft	Inclusion of 2.5.3 in SOP to reflect current practice	S Voinea	13/07/2022
0.11	Draft	Inclusion of detail relating to Risk Assessments and NFAN in Appendix 4	M Faulkner	14/07/2022
0.12	Draft	Include reference to visits by the emergency services	L Randles	14/07/2022
0.13	Draft	Amendments to Section 4 of the Policy and sections 2.5 and 2.7 of the SOP	C Jones	20/07/2022
0.14	Draft	Amendment of 2.8.3 to clarify wording.	C Champion	28/07/2022
0.15	Draft	Addition of critical reviewers to page 1.	L Randles	13/09/2022
0.16	Draft	Amendments post CG&SC Update of Appendix 2 to current COVID guidelines	C Champion Karissa Augustin	14/09/2022
0.17	Draft	Minor amendments throughout. Removal of Section 2.2 (covered within Lanyard Guidelines) Significant amendments to section 2.3 and 3.8.	C Jones	15/09/2022
0.18	Draft	Removal of most of Section 2.2 (Visits by Parents/Carers and Family Members) because this will be covered in Parents Accommodation Policy	M Faulkner	15/09/2022
0.19	Draft	Removal of Appendix relating to visits to non-child facing staff. Amendments to 2.3.3, 2.3.3, 2.3.6. Addition of section 3.8.1	C Champion	12/10/2022
1.0	Final	Amendment of job titles post restructure	K Mackison	20/04/2023

## **Policy**

- 1 Purpose and Objectives
- 2 Scope
- 3 Definitions
- 4 Policy Statement
- 5 Roles and Responsibilities
- 6 Stakeholder Consultation
- 7 Related Policies
- 8 External References and Guidance

## **Appendices**

Appendix 1 - Stakeholder Engagement Checklist

Appendix 2- Standard Operating Procedures (SOPs)

Appendix 3 - Guidance for Visiting the Children and Young People in the Endemic Phase of  
COVID-19

Appendix 4 – Letting of The Children’s Trust Facilities

Appendix 5 – Guidance Relating to Bringing Pets and Animals Onsite

## Policy

### 1 Purpose and Objectives

The purpose of this policy is to ensure the safety of the children and young people, within the context of protecting the interests and rights of everyone living, working and visiting The Children's Trust.

This policy will ensure the safety and welfare of children and young people is always considered whilst enabling contact with their families and friends. In addition, visits by Professional Visitors and enabling staff living on site to have guests.

The objectives of the policy and this procedure are to:

- Establish and assign clear accountability for all staff and volunteers at TCT
- Ensure that all colleagues are aware of their individual responsibilities for the safety and welfare of children and young adults accessing services at The Children's Trust.
- Comply with regulatory requirements
- Eliminate the risks of unsupervised access to children and young people by unauthorised individuals
- Ensure that the lives of our children and young people are enriched through contact with animals where safe and appropriate
- Provide guidance about the use of assistance dogs both for children and young people and also staff

Relevant laws and regulations include but are not limited to:

- The Children's Homes (England) Regulations 2015
- Working Together to Safeguard Children: A guide to inter-agency working to safeguard and promote the welfare of children, July 2018.
- Keeping Children Safe in Education: Statutory guidance for schools and colleges
- Health & Social Care Act 2008 (Regulated Activities) Regulations 2014
- The Equality Act 2010
- General Data Protection Regulation (as implemented into UK law) and Data Protection Act (DPA) 2018
- Safeguarding Vulnerable Groups Act 2006 (as amended)
- Health & Safety at Work Act (1974)
- Management of Health and Safety at Work Regulations (1999)
- Health and Safety at Work Regulations (1999)
- Human Rights Act 1998

### 2 Scope

This policy applies to:

- all colleagues across The Children's Trust
- temporary workers and third-party workers providing services to The Children's Trust.
- Volunteers
- Visitors (those who are not engaged by The Children's Trust under a Service Level Agreement (SLA) or other relevant agreements)

### 3 Definitions

Unless otherwise stated, the words or expressions contained in this document shall have the following meaning:

Children and Young People	Means children and young people in the care of The Children's Trust in residential/step down/long stay placements and School setting.
TCT	means The Children's Trust
SOP	Standard Operating Procedure
Visitors	Any person visiting The Children's Trust who is not an employee, Bank worker, temporary worker or volunteer.
Temporary Workers	Those not employed by The Children's Trust whether directly or indirectly engaged in order to provide a required service. Includes agency staff, student placements, contractors, service suppliers and professional workers. Sometimes referred to internally as non-staff.
Taddies (School)	Taddies is the weekly parent and child group for children under 5 years old with additional health and educational needs.

### 4 Policy Statement

- 4.1 At The Children's Trust the welfare of children and young people is paramount, and The Children's Trust's Safeguarding and Child Protection Policy and Procedures provides detailed guidance and instructions to protect children, young people and adults at risk of harm.
- 4.2 It is usually in the best interest of children and young people to have unlimited visits from their parents/carers and family members, however there may be occasions where visits are restricted due to child protection or safeguarding concerns, restrictions will be assessed in consultation with local area safeguarding multiagency teams and/or the Police.
- 4.3 All visitors onsite are at the absolute discretion of the organisation and in accordance with relevant policies, procedures and processes. The organisation reserves the right to:
  - a. add additional security measures to ensure the safety of individuals and property
  - b. refuse access to site and/or remove an individual already onsite and/or
  - c. permanently exclude visitors from site
- 4.4 The Children's Trust practice is to impose tight controls to eliminate any unsupervised access to other children and young people.
- 4.5 In the interest of security and the safety of the children, and to comply with legislation requirements, all visitors entering the site of The Children's Trust must comply with Lanyard Guidelines, ID requirements, and all relevant TCT policies including any Covid-19 guidance as in force at that time.
- 4.6 Staff and volunteers have a responsibility within their relevant house or department to share information about any person whose access to The Children's Trust has been restricted, and act immediately if these persons try to gain access. For further information refer to the Security Policy.

### 5 Roles and Responsibilities

- **Reception**

The Mansion House reception staff are responsible for:

- Processing lanyard requests via the Loop
- Taking photographs of the visitor (where applicable)
- Ensuring that the visitor's book is signed

- Checking visitor ID (where applicable)
- Contacting staff to inform that their visitor has arrived
- Communicating current Covid protocols

- **School Reception**

The School Reception staff are responsible for:

- Ensuring that the School visitor's book is signed
- Checking visitor ID (where applicable)
- Checking DBS for Professional Visitors (where applicable)
- Contacting staff to inform that their visitor has arrived
- Communicating current Covid protocols

- **Head of Service**

The Head of Service is responsible for:

- Ensuring their visitors are supervised appropriately
- Ensuring that staff are aware of the processes and procedures relating to visitors and issue of lanyards
- Ensuring that appropriate supervision is arranged for their visitors.

- **Events organisers**

The events organiser is responsible for:

- Requesting lanyards via the Loop for visitors (where applicable)
- Ensuring their visitors are supervised appropriately
- Consulting with People Team to ensure that any compliance requirements are met
- Completion of relevant forms/paperwork and any ID requirements

- **Customer Services Manager**

The Customer Services Manager is responsible for:

- Issuing the Parent Welcome Pack to Parents/Guardians
- Processing routine accommodation requests (subject to availability)
- Responding to emergency requests for accommodation
- Monitoring the number of occupants in parent accommodation and communicating the requirements to parents
- Managing visitors to staff accommodation and ensuring receipt of relevant documentation

- **Placements Team**

The Placements Team is responsible for:

- Communicating accommodation options to international families and Embassies in advance of commencement of the placement.
- Monitoring the number of international family members in accommodation and assisting in the resolution of issues.

- **Regulatory Compliance Lead Education**

The Regulatory Compliance Lead Education is responsible for:

- Overseeing the Taddies process
- Ensuring Lanyards are requested via the Loop (where applicable)

## **6 Stakeholder Consultation**

Appendix 1 details the stakeholders who were consulted in the development of this policy and procedures.

## **7 Related Policies and Procedures**

The following policies and procedures stated below support the effective application of this policy and SOP:

- Consent Policy
- Confidentiality Policy & Procedures
- Data Protection Policy
- Equity, Diversity & Inclusion Policy
- Facilities Control of Contractors Policy & Procedures
- Infection Prevention and Control Policy
- Lanyard Guidelines
- Pandemic Policy
- Parents' Accommodation Policy
- Safeguarding Children & Young People
- Security Policy
- Smoking Policy
- Temporary & Visiting Workers Policy
- Pandemic Policy
- School COVID operational guidance
- Alcohol policy

## **8 External References and Guidance**

The following external resources and guidance were consulted in drafting this policy and SOP:

- XpertHR
- KCSIE 2022
- NFAN Code of Practice 2021

## Appendices


### Appendix 1 – Stakeholder Engagement Checklist

Review and complete the following checklist to indicate which stakeholders were consulted in the development of this policy.

#	Question	Yes/ No	Stakeholder(s) to be consulted
1	Is there a statutory requirement to have in place this particular policy/ does the policy need to comply with detailed legislation?	Yes	Claire Shiels - Head of Nursing & Care Launa Randles (KCSIE)
2	Is implementation of the policy (or any element of it) dependent on the use of new or existing information technology?	Yes	Michael Faulkner - Estates Manager (Strategy) for SALTO
3	Does implementation of the policy (or any element of it) place any demands on/ or affect the activities of the Estates and Facilities teams (e.g. does it impact the provision or maintenance of premises, equipment, vehicles or other TCT assets)?	Yes	Michael Faulkner - Estates Manager Rachel Green - Head of Strategic Estate Management
4	Does implementation of the policy or any element of it involve/ impact the processing of personal data?	Yes	Cath Jones - People Team Policy Legal Lead
5	Does implementation of the policy require significant unbudgeted operational or capital expenditure?	No	
6	Does implementation of the policy (or any element of it) directly or indirectly impact on the delivery of services / activities in other areas of the organisation?	Yes	Katie Roberts - Head of Volunteer Fundraising Liz George - Director of Fundraising & Communications
7	Is there a need to consider Health and Safety or potential environmental impacts in developing and implementing the policy?	Yes	Joanna Bailey - Head of Health and Safety
8	Have you consulted with a representative of those who will be directly impacted by the policy?	Yes	Liz George - Director of Fundraising & Communications Karissa Augustin - Registered Nurse (Infection Prevention Control) Michele Okuda Head of Safeguarding Launa Randles Head of School Georgia Thorpe - Lead Placement Co-ordinator Silvia Voinea - House Services Manager Claire Shiels - Head of Nursing & Care
9	Is there a need to consider Equity, Diversity and Inclusion in developing and implementing the policy?	Yes	Georgia Pullman - EDI Lead
10	Is there a need to consider sustainability and potential environmental impacts in developing and implementing the policy?	No	
11	Please detail any other stakeholder groups consulted, if applicable.	Yes	Silvia Voinea - House Services Manager Kirsten Mackison - Quality & Change Manager



Appendix 2 – Standard Operating Procedure (SOP)

<h1>Procedures &amp; Protocols for all Visitors</h1>	
<p><b>Approved By</b></p> <p>Clinical Governance &amp; Safeguarding Committee</p>	<p><b>Ratified Date</b></p> <p>26 August 2022</p>
<p><b>Published Date</b></p> <p>April 2023</p>	<p><b>Next Review Date</b></p> <p>August 2025</p>

Document Change Control

Version	Status	Description (of changes)	Reviewed by	Reviewed/ Issued Date
1.0	Approved	See Policy Version	CGSC	26/08/2023

## **Procedures & Protocols for all Visitors**

### **1. Signing in**

- 1.1. All visitors must sign in at Main Reception (which has 24-hour cover)
- 1.2. With the exception of parents and siblings of children that we care for, all visitors to The Children's Trust must show valid ID
- 1.3. Reception and visitors must follow all procedures set out in the Lanyard Guidelines relating to provision of lanyards and supervision.
- 1.4. Visitors to The Children's Trust School will also be required to sign in at the School reception, show ID and will receive a copy of the School Safeguarding Leaflet.

### **2. Visits by Parents/Carers and Family Members.**

- 2.1. Children and Young People coming onsite are ordinarily accompanied by a parent who will be expected to look after them, with the support of our staff. Accommodation by "rooming in" is always available at The Children's Trust.
- 2.2. There is a small amount of onsite accommodation available for parents. Parent accommodation is available only by application and is subject to availability, and is usually only available for one parent. Siblings are only accommodated on site in exceptional circumstances agreed by the Head of Nursing and Care. The Children's Trust does not guarantee accommodation to stay onsite overnight.
- 2.3. Parents who are the accompanying carer for their child are expected to be on House to support their child for their 'waking day' from rising to bed time, but may remain with their child at any time.
- 2.4. Parents who are non-resident and are visiting their children are welcome to be on House/site with their child during normal waking hours. Parents will ordinarily be expected to leave House by 8pm in the evening, unless exceptional circumstances exist.
- 2.5. Children accompanying adult visitors always remain the responsibility of the adult. Visiting children under the age of 13 must not be unsupervised, and no children should disrupt the environment on House and disturb the children in our care. Older children may be left unsupervised with a sibling or in common areas, but their welfare and whereabouts always remain the responsibility of the adult. Staff may ask adults to remove visiting children from the site if they are causing a disturbance.
- 2.6. For detailed information relating to Parent Accommodation please refer to the Parent Accommodation Policy.

### **3. Restrictions and Limitations on Visits by Parents/Carers and Family Members.**

- 3.1. Staff have a duty of care to enforce controls that eliminate any unsupervised access to other children by making it clear that visitors must not approach any other child or adult at risk without the supervision of a member of staff.
- 3.2. Access for parents/carers and family members may be restricted due to court orders, ongoing child protection investigations and or safeguarding adult enquiries. Restrictions will be assessed in conjunction with local area safeguarding multiagency teams and/or the Police. Where contact supervisors are engaged via a third party, they must undergo compliance checks in accordance with the Temporary & Visiting Workers Policy.
- 3.3. Parent's may have restricted access as a result of behaviour that threatens the therapeutic relationship between themselves, staff and the CYP or the safety or wellbeing of any other individual or property. The decision to restrict access would be taken at a professional's Best Interests Meeting.

- 3.4. The Children's Trust has a duty of care to its staff and volunteers. The Children's Trust will at no time accept violent abusive, insulting or harassing behaviour from parents or any other visitors. Any such conduct should be reported immediately by staff, temporary workers and/or volunteers to the Shift Leader or Line Manager. If appropriate the shift leader or line manager may address the matter with the parent/ visitor concerned. If not resolved, it should be escalated to relevant SLT Director or on-call Director. If behaviour escalates, security and/or Police must be contacted immediately (using 999).
- 3.5. Staff will discuss concerns with any parent or visitors who abuse their visiting rights. Any concerns will be shared, on a 'need to know' basis, with other members of the multidisciplinary team including and if appropriate external partner agencies. All such interactions should be recorded for future reference.
- 3.6. The decision to permanently ban a parent or family member from site must be taken by the Director of Nursing & Quality in association with the Director of People & Culture and the Head of Audit, Risk & Governance / Data Protection Officer. The organisation will follow all necessary legal procedures including obtaining a court injunction when required.
- 3.7. Parents/carers and family members should not enter bedrooms other than that of their child, or participate in any other child or adult's nursing, care, therapy, or education, including play and leisure activities, without the permission and complete supervision of a member of staff.
- 3.8. Staff and volunteers will not take responsibility for any visitors including siblings or other relatives.

#### **4. Guests of Families**

- 4.1. In accordance with the Parents Accommodation Agreement families of children and young people are responsible for any guests that they invite onsite. Guests must also observe the terms of the Parents Accommodation Agreement, The Children's Trust Policies and Procedure and any COVID-19 protocols that are in force.
- 4.2. Guests must sign in and out at Main Reception and obtain a purple lanyard. They must be supervised at all times by the family and must leave site by 11pm.
- 4.3. The Children's Trust is unlikely to have sufficient accommodation for members of the extended family. In extenuating circumstances please contact the House Services Manager to discuss. A list of local accommodation (such as hotels) is included in the Parents Welcome Pack.
- 4.4. All guests of families must wear a purple lanyard and be supervised in accordance with the Lanyard Guidelines.
- 4.5. In the instance where guests of families pose a risk to individuals or property the guest may be escorted off site, at the discretion of the Clinical Site Manager or any Director (or in their absence, a Head of Department, or the on-call Director). Security will act in the interim to take appropriate action to safeguard individuals and property.

#### **5. Guests in Staff Accommodation**

- 5.1. In accordance with the Licence to Occupy, staff occupying staff accommodation are permitted to have guests to stay; however, they must first obtain permission from the House Services Manager.
- 5.2. Guests are only permitted to stay on a short-term basis of no more than 7 nights in any one month and must observe the Guest Rules as set out in the Licence to Occupy.
- 5.3. In addition, the staff member must complete a Staff Accommodation Guest Declaration at the beginning of the stay, which must be submitted to the House Services Manager. The

declaration acknowledges the responsibilities of the staff member relating to supervision of their guest and ensuring that they comply with The Children's Trust policies and procedures.

- 5.4. Guests to staff accommodation must wear purple lanyards at all times and will not be permitted to enter Zone 1 areas. They must be supervised in accordance with the Lanyard Guidelines.
- 5.5. In the instance where guests of staff members, fail to abide by the terms of the Licence to Occupy Agreement or other relevant policies, procedures and processes, The Children's Trust reserves the right to rescind permission for guests to stay and where necessary, for reasons of safeguarding or risk to individuals or property, may require their immediate departure. This is at the discretion of the Director of People & Culture (or in their absence, the on-call Director). Security will act in the interim to take appropriate action to safeguard individuals and property.

## **6. Fundraising and VIP's**

- 6.1. All visits by supporters including Corporate Challenges and VIP's must be organised via the Fundraising & Communications Department.
- 6.2. In the case of Corporate Challenges the fundraising and Communications department will consult with the People Team to ensure the necessary compliance checks and identity are completed in advance of the visit.
- 6.3. Visits to Zone 1 areas area must be approved by the Director of Nursing & Quality or the Head of Nursing and Care.
- 6.4. Visits to The Children's Trust School must be approved by the Director of Education or the Head Teacher.
- 6.5. The Fundraising & Communications Department will coordinate the visit in close liaison with the departments being visited
- 6.6. Visitors will arrive at reception and be greeted by a representative from the Fundraising Department who will always accompany VIP's and other visitors.
- 6.7. Estates must be notified of Corporate Challenges.
- 6.8. Communications will manage any press releases or media coverage of the event.

## **7. Professional Visitors**

- 7.1. Professional visitors from NHS bodies, Local Authorities, or regulatory agencies e.g. CQC, Ofsted must be given purple lanyards. Any exception to this must be agreed on a case-by-case basis by the Director of Nursing & Quality and/or the Registered Manager. As best practice they should be supervised closely in Zone 1 areas; however, it is recognised that sometimes these types of visitors may need to observe practice and talk to staff and service users without supervision. This should be managed with the support of an escort (a Children's Trust staff member) where appropriate.
- 7.2. Where Professional Visitors are expected they must be advised to bring their professional identification and separate photographic identification if their professional identification does not include a photo. This must be checked at Main Reception (and School Reception where applicable; see paragraph 6.4)
- 7.3. All Professional Visitors attending meetings on site must be supervised in accordance with the Lanyard Guidelines and their supervision will be the responsibility of the relevant manager. They will be required to show professional identification and will be subject to any COVID-19 guidance that is in force.

- 7.4. Professional Visitors who are working onsite as part of a Service Level Agreement (SLA) will be managed under the Temporary & Visiting Workers Policy.
- 7.5. For visitors who are attending The Children's Trust School in a professional capacity, the school will check ID and be assured that the visitor has had the appropriate DBS check (or the visitor's employers have confirmed that their staff have appropriate checks.)

## **8. Informal Visits by Potential Service Users**

- 8.1. Informal visits by children and families who may be potential service users, potential employees and volunteers, and students for placement remain the responsibility of The Children's Trust manager who is arranging the informal visit.

## **9. Use of TCT by External Organisation.**

- 9.1. For external lettings process please refer to Appendix 4 of this policy.

## **10. Visits from the Emergency Services**

- 10.1. Where reasonably practicable, the name and service number of police officers and or other members of the emergency services attending incidents at The Children's Trust should be recorded at Main Reception. Where appropriate, they should be supervised in accordance with Section 3.4.1.

## **11. General Provisions**

### **11.1. Risk to Life or Limb**

11.1.1. All visitors onsite are at the absolute discretion of the organisation. In the instance where visitors fail to abide by the relevant Children's Trust relevant policies, procedures and processes, the organisation reserves the right to:

- a. add additional security measures to ensure the safety of individuals and property
- b. refuse access to site and/or remove an individual already onsite and/or
- c. permanently exclude visitors from site

These decisions must be made by the relevant Director(s) or on-call Director depending on the urgency of the incident.

11.1.2. In cases where there is a risk to individuals of property, security and/or Police should be contacted immediately.

### **11.2. Alcohol**

11.2.1 Visitors are advised that alcohol must not be consumed in the children's houses, and should be limited to parents' accommodation, staff accommodation or within designated areas during functions organised by The Children's Trust.

11.2.2 In a situation where a visitor is suspected to be under the influence of alcohol or other substances The Children's Trust reserves the right to remove them from site, at the discretion of the Director of People & Culture (or in their absence, the on-call Director) ( see section 3.8.1 of this policy).

### **11.3 Smoking**

11.3.1 To meet the requirements of the Health & Safety Executive, guests should be made aware of The Children's Trust Smoking Policy which states no smoking onsite except in designated areas. Smokers should be directed to the designated smoking area.

11.3.2 All staff and volunteers should be active in preventing smoking in any areas used by the children, in the covered walkways or in an open space in view of the children.

#### **11.4 Catering**

- 11.4.1 Catering requests for visitors must be approved in advance by the relevant SLT member. Requests must be made by using the Catering Request Form which can be located on the Loop or by contacting the Manager of Harrison's Catering Services LTD on x 5067.

#### **11.5 Pets**

- 11.5.1 Pets and animals should not be brought onsite unless there are specific circumstances and there is prior agreement by the Head of Nursing & Care or the Director of Nursing & Quality (see Appendix 4).

#### **11.6 Electronic Devices/Photography**

- 11.6.1 Visitors are not permitted to take photographs or video recordings of children other than their own child. The only exception is when a visitor is a professional photographer authorised to take pictures, or a visitor accompanied by a member of the Communications team with relevant permissions in place.
- 11.6.2 All visitors must comply with the guidance related to online safety, types of media and the use of personal electronic devices to ensure children and young people are protected from harm. For further information refer to the Use of Electronic Devices Policy.

### **12. Restrictions due to COVID-19**

- 12.1 Restrictions to visiting arrangements may be in place in line with TCT Infection Prevention & Control Policy and the Guidance for Visiting the Children and Young People in the Endemic Phase of COVID-19 (Appendix 2).

## **Appendix 3 - Guidance for Visiting the Children and Young People in the Endemic Phase of COVID-19**

### **1 Purpose**

The purpose of this guidance is to ensure the safety of the children and young people (CYP), visitors and staff on site on the endemic phase of COVID-19 by setting out the precautions that will be followed to reduce the risk of transmission during visits.

### **2 Scope**

This guidance sets out to define visiting arrangements for relatives and professionals to the CYP staying at The Children's Trust during the endemic phase of COVID-19.

### **3 Related Policies & Guidance**

- Pandemic policy

### **4 Roles and Responsibilities**

- It is the responsibility of the House Manager or, in their absence, the shift leader to ensure that the Visitor's policy is adhered to.
- It is recognised that the visiting precautions may not always be in the best interest of the CYP, and alternatives are arranged at the House Manager's discretion with advice from the Lead Infection and Prevention Nurse.

### **5 Visits on Site**

- 5.1 Visitors are asked to telephone the house or the department prior to visiting to ensure that the numbers of people on house are being monitored.
- 5.2 Visitors must comply with any Covid-19 guidelines in force on site, as advised by Reception or the House Manager.

### **6 Family visits**

- 6.1 There are no set restrictions concerning the relationship of the visitors or the number of visitors that are allowed to visit the CYP.
- 6.2 Visitors are not required to obtain any LFTs prior entering the site. However, additional testing might be in place if a house has an identified case.
- 6.3 All visitors to the CYP are encouraged to wear a fluid resistant surgical mask which can be provided at reception or on house. They are encouraged to wear surgical face masks if mixing with other CYP within 1m for more than 15 minutes.
- 6.4 Face masks can be removed if inside their rooms or when having 1 to 1 interaction with their CYP.
- 6.5 Visitors must ensure that they are maintaining good hand hygiene at all times.
- 6.6 When using bathrooms on house, visitors are asked to clean touch points with the wipes provided.
- 6.7 Visits must be risk assessed by the House Manager and the IPC Lead Nurse if the CYP is in isolation, resident parents can remain with the CYP in this instance.

6.8 Family members and visitors that are experiencing any mild respiratory infection that is non-COVID related will be required to wear a surgical face mask at all times except from mealtimes.

## **7 Professional Visits**

- 7.1 Visitors must comply with current Covid guidelines in use on site, as advised by Reception or the House Manager.
- 7.2 Visitors are not required to obtain any LFTs prior entering the site. However, additional testing might be in place if a house has an identified case.
- 7.3 All visitors to the CYP are encouraged to wear a surgical face mask when delivering care to a CYP within 1m indoors or in a non-ventilated area e.g. personal care, soft play, school activities, indoor therapy sessions, travelling inside the bus, etc.
- 7.4 Surgical face masks can be removed outdoors and in non-clinical areas where CYP are not receiving care e.g. the Mansion, Buttery, offices, pharmacy, etc.
- 7.5 Visitors must ensure that they are maintaining good hand hygiene at all times.

## **8 Home visits**

- 8.1 In line with government guidance visits between home and The Children's Trust can continue. This enables the family to be together. Home visits are also a vital part of discharge planning.
- 8.2 Prior to home visits families are asked to ensure that they are following guidance of wearing a mask and washing hands.
- 8.3 Prior to a home stay the house manager or shift lead will contact the family to conduct a COVID-19 check as per visitors on site. In the event of the family failing the check due to symptoms, or a positive LFT result, the visit will then be postponed.
- 8.4 All children and young people that has been in contact with a person that has been positive with COVID-19 or developed symptoms, shall immediately inform the shift leader upon returning on house.

## **9 House Specific Guidance**

- 9.1 Routine asymptomatic testing has been paused on site however, it will be in constant review and will be reinstated immediately upon identifying any outbreaks.
- 9.2 Resident parent/carers must remain in their accommodation if they are showing signs of coronavirus (new persistent cough, anosmia (loss of taste and/or smell) and a temperature of 37.8°C or over) and contact the house manager. They must arrange a test and stay in their room until they have two consecutive negative LFTs from Day 5.
- 9.3 Parents/carers who are resident on site during the CYP's placement must ensure that their activities on and off site do not increase the risk of contracting COVID-19 and bringing this on site.
- 9.4 If the house is in isolation, visiting will be risk assessed by the House Manager and the IPC Lead Nurse, but residential parents will be able to isolate on house with their CYP.

**Author: Karissa Augustin, Lead IPC Nurse,**  
**Approved by: Claire Champion, Director of IPC**



#### **Appendix 4 - Letting of The Children's Trust Facilities to External Organisations**

*This procedure is currently under development. In the interim, for any queries relating to external lettings, please contact Hanna Liles, Senior Fundraising Events Manager*

## **Appendix 5 - Guidance Relating to Bringing Pets and Animals Onsite.**

### **1 Purpose**

At The Children's Trust the welfare and safety of the children, families and staff is paramount. This guidance aims to provide a clear directive to those considering bringing animals or pets to site.

The Children's Trust believes in providing equal access to all those using its services. In general animals are not allowed onsite; however, in certain circumstances, as set out in this Appendix animals are allowed onsite.

Under the Equality Act 2010, TCT is legally obliged to make reasonable adjustments to ensure equal access to services. Additionally the Equality Act 2010 requires that all reasonable efforts be made to accommodate people's needs as long as patient and staff safety is not compromised

Animals may provide benefits to the mental health of CYP's and help with relief of social isolation or boredom; however, any admission of animals onsite should consider potential infection, behavioural issues of the animal and any allergies or phobias of individuals onsite.

Animals can be carriers of infectious pathogens which may be passed from one individual to another via contact with the animal. The immunosuppressed patient group of a healthcare environment may be at higher risk from these organisms. The therapeutic benefits of contact with animals should be based on clinical judgement and any risks should be continually assessed

This guidance seeks to:

- Provide a clear overview of the requirements to bringing pets or animals to site
- Provide The Children's Trust's CYP protection by highlighting the areas that must be risk assessed prior to attending site
- Provide the onsite staff with ownership in regard to the management of animals on site

### **2 Scope:**

This guidance applies to the following at The Children's Trust Site:

- All colleagues including Bank
- All temporary workers and volunteers
- All parents and visitors at The Children's Trust

### **3 External References and Guidance**

- NFAN Code of Practice 2021
- Assistance Dogs: A Guide for all businesses [assistance-dogs-a-guide-for-all-businesses.pdf](https://www.equalityhumanrights.com/equalityhumanrights/assisted-dogs-a-guide-for-all-businesses.pdf) ([equalityhumanrights.com](https://www.equalityhumanrights.com))
- Working with Dogs in Health Care Settings (RCN) [Working with Dogs | Publications | Royal College of Nursing \(rcn.org.uk\)](https://www.rcn.org.uk/working-with-dogs-in-health-care-settings)

### **4 Related Risk Assessments**

The Children's Trust - OUTM187 (as amended) "Contact with animals and fish"

### **5 Roles & Responsibilities**

The Estates Management team is responsible for:

- Reviewing risk and method statements for animal visits being brought to site. This is in collaboration with the HSE manager
- Ensuring that the facilities on site are sufficient and meet the need being requested

- Be part of the planning group for animal activities
- Make adaptations to the site or traffic / parking arrangements if required – based on need

Relevant managers are responsible for:

- Sending the Estates management team and IPC team relevant details of animal visits
- Ensure they report any animal activities on site to Estates helpdesk
- Identifying areas for improvement in an animal activities and reporting to the Estates Manager.

Infection Control Team are responsible for:

- Providing advice to healthcare staff on the suitability of animal access and to inform TCT SLT of any changes to infection control legislation which may affect this guidance.

## **6 Staff or Parent of a CYP Bringing a Pet to Site**

6.1 Pets are not permitted to accompany or visit their owners or staff in buildings unless they are a trained service animal such as an Assistance Dog.

6.2 Exceptions can be made in extenuating circumstances and in these cases a written request must be made to the Head of Nursing & Care for approval.

6.3 If it is considered that there are extenuating circumstances, the below must be taken into consideration:

- The risk to the CYP being visited and other CYP (e.g. their immunosuppressed status) should be assessed by medical and nursing staff (in consultation with the IPC team, if required) prior to authorisation of the visit of the animal.
- Whether there are other CYP or staff on duty who may be adversely affected by the presence of a dog or other animal
- Whether the animal being brought to site has had all relevant inoculations and evidence has been provided (if requested)
- Which parts of the site the animal will be visiting and the suitability of those areas for an animal visit
- Whether the animal is instantly recognisable by a harness or identification tag on their collar
- The owner must take responsibility for supervising the animal at all times.
- Dogs must be kept on a lead/ in harness and must not wander freely on the premises
- The owners must take steps to reduce the chances of defecation/urination whilst on site, for instance, by exercising the pet before coming onsite.
- That feeding arrangements and supply of food are the responsibility of the owner bringing the animal on site
- The animal must not have access to any food preparation or eating areas
- That pets brought on site are not permitted to stay in the accommodation and may only be on site for a short visit
- Staff should observe strict hand hygiene measures, CYP and visitors coming into contact with the animal.

## **7 Pets as Therapy (PAT) Animals**

7.1 PAT dogs belong to volunteers who have trained them sufficiently to be registered Pets as Therapy dogs.

7.2 Volunteers bringing PAT dogs onsite must undergo compliance checks (including DBS checks at the appropriate level) in accordance with the Volunteering Policy, part of which includes checking the PAT registration. Further information about PAT animals, insurance

arrangements, temperament, inoculations and health checks and other conditions of registration can be found on the Pets As Therapy website [here](#)

7.3 It is the responsibility of The Children's Trust Volunteering Team to ensure that the organisation is registered with the PAT Charity

7.4 Both the volunteer and the pet must wear their current PAT ID card on all visits clearly identifying them as a PAT Team

7.5 PAT dog visits will be arranged by the therapy team on behalf of or in conjunction with a relevant house.

7.6 Conditions relating to the visit:

- PAT dogs should remain with their owners whilst on site and always remain on lead.
- PAT dogs can be stroked and interacted with, but should a member of staff feel the CYP are stressed, the visit should be ended appropriately.
- The handler must remove a dog from any situation where they consider the dog to be at risk or pose a risk and be able to read their own dog's body language, to ensure that the dog always remains comfortable during a visit
- The dog must be capable of confinement to designated areas of the healthcare environment, e.g. day room, relatives' room, etc. This room must have wipeable surfaces, including flooring and furnishings.
- The dog must always be excluded from clinical treatment rooms and kitchens.
- The dog must be kept away from other CYP or staff with phobias or allergies.
- The dog should never be left alone with anyone other than the handler and the handler should always be supported by a member of staff appropriate to the clinical area.
- The dog must not be excited or provoked and must only visit CYP where consent has been sought from the parent/guardian. This must be recorded.
- The dog must not be allowed to lick anyone. They must not be allowed to sit on the bed nor near a person's face.
- Toileting must be outside of the building and the dog must have been to the toilet prior to entering the building.
- If the dog urinates/defecates on the premises, this should be cleaned as human waste would be, using the appropriate PPE.
- The dog will not visit a patient that is being nursed in isolation due to infection prevention and control.

7.7 Before the PAT animal visits CYP, the ward clinical team will:

- Review immunosuppressed status of the patient to be visited and other CYP on the ward by medical staff in consultation with IPC team.
- Not allow the visit of the PAT animal if the ward has been closed due to IPC issues.
- Ensure that strict hand hygiene measures are in place for all staff, owners/handlers, visitors and CYP that come into contact with the PAT dog.
- Not allow the animal to be in contact with any patient that has open wounds, wounds should be covered prior to the visit.
- Ensure that the animals are not visiting during mealtimes.

## **8 Planned Animal Visits as Part of Enrichment Activities**

8.1 When animals are coming onsite for a planned visit the following must be taken into consideration:

- For farm animal visits the NFAN (National Farm Attractions Network) Code of Practice 2021 is a mandatory read and should be consulted for guidance relating to all aspects of the visit

including (but not limited to): risk assessment, planning/ organising the visit, practical control measures, incidents and the law.

- In addition refer to the other relevant legislation and guidance listed within this policy & SOP
- For all animal visits refer to The Children's Trust Risk Assessment OUTM187 (as amended) "Contact with animals and fish"
- Relevant regulatory compliance checks must be conducted on the owners/handlers (for further information contact the People Team)
- Ensure that there are sufficient washing facilities with liquid soap and hot and cold running water.
- Ensure that there is strict hand hygiene with liquid soap and hot and cold running water, hands being dried by disposable paper towels, by staff, patient and visitors that come into contact with the animal.

## **9 Assistance Dogs**

9.1 Dogs referred to in this guidance as Assistance dogs are dogs that support their disabled owners with a specific disability or dogs that provide therapy to CYP.

9.2 Should a visitor who uses an Assistance Dog, wish to visit a CYP, this should be discussed with the IPC team in conjunction with the relevant House. The CYP clinical status and location will be fully considered, and a risk assessment made.

9.3 There are occasions where it is not appropriate for an animal to be permitted. The Children's Trust staff can prevent an assistance dog from entering the area within the buildings on the ground of Health and Safety by proving:

- They genuinely believe that there is a risk of endangering the disabled person or others, e.g. infection control risk, allergies or from the behaviour of the animal.
- The belief is 'reasonable,' e.g. it is not appropriate for a Guide Dog belonging to a CYP to stay overnight in the Houses
- The risk cannot be overcome by a 'reasonable adjustment,' which the service provider has to consider making. For instance, there is no room available for the CYP or visitor to use while the dog is present and a patient on the same ward has an allergy to dogs or animals in general.
- The animal be visibly ill, e.g. suffering from diarrhoea or vomiting, and so it should not be permitted to enter the buildings.

9.4 It is the responsibility of all staff to be aware of the guidance and to ensure that, where permissible, animals are made welcome in the areas. The animals should be provided with water if required.

9.5 Staff should observe strict hand hygiene measures, CYP and visitors coming into contact with the Assistance Dog.

## **10 Justifiable Separation**

In the event that it is necessary that the owner and an assistance dog have to be separated, that period should be kept to the shortest time possible. The dog should be left as near as possible to the owner.

## **11 Staff Member Working with an Assistance Dog**

In situations where a member of staff is required to have their assistance dog at work to perform their duties, this should be dealt with sensitively and all reasonable measures taken to facilitate this. However, it is recognised that some high-risk clinical areas are not suitable for an animal to be present and in this situation the person in charge of the area should undertake a risk assessment in conjunction with the infection control team to assess the risk associated with undertaking these clinical activities in the presence of an assistance dog.

## **12 Hygiene and Cleanliness**

- 12.1 All staff and visitors must ensure good hand washing practice as per the hand washing guidance (which can be found on the loop [here](#)) and the Infection Prevention and Control Policy, prior to and after contact with any animal. All CYP who come into contact with or handle any animal must be encouraged/assisted to wash their hands.
- 12.2 All areas where an animal or assistance dog has been, should be cleaned as part of the usual daily schedule.
- 12.3 Any equipment that has come into contact with the animal should be cleaned as per the Decontamination of Reusable Medical Devices TCT Policy.
- 12.4 If the animal urinates/defecates on the premises, this should be cleaned as human waste would be, using the appropriate PPE.
- 12.5 If the owner/handler or animal are unwell with diarrhoea and vomiting or have had diarrhoea and vomiting in the last 48 hours, they should not visit. This also applies to respiratory symptoms such as a cough and cold.

## **13 Religious and Cultural Considerations**

The Children's Trust will consider religious objections and take into consideration an individual's religious beliefs on a case-by-case basis and in accordance with the Equality Act 2010.