



**MoCoCo**

— HOUSE

**MH08 – VISITOR POLICY AND PROCEDURE**

EMPOWERING YOUNG ADULTS FOR INDEPENDENT LIVING




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PART OF MIDDLEWICH COMMUNITY CHURCH

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We are committed to review our visitor policy and procedure when legislation changes.

|                       |                                   |  |            |
|-----------------------|-----------------------------------|--|------------|
| <b>Last Reviewed:</b> | Kevin Pepper<br>(Service Manager) |   | 22/02/2023 |
| <b>Checked By:</b>    | Sylvia Brown (Service Consultant) |   | 24/02/2023 |
| <b>Authorised By:</b> | Antony Bhunu<br>(CEO)             |  | 28/02/2023 |

### 1. Purpose of Policy

MoCoCo House believes that in order to promote the independence and empowerment of our service users, they need to have access to visitors. External support networks can play an important role in supporting our service users, and therefore, we should help to maintain and welcome any support networks that are deemed positive for the individual.

MoCoCo House also recognises that it has a duty to protect the safety of all service users, staff, students and other visitors, so the service must take reasonable steps to do so. Unacceptable behaviour by visitors will not be tolerated and we have the right to prohibit individuals from entering the premises in order to protect others and reduce any risks.

### 2. Scope

In this policy, we refer to two different types of visitors:

**Group A Visitors:** social workers, professionals, immediate family members, and other adults who are part of a service users support network and care plan.

**Group B Visitors:** friends, other family members, acquaintances and those who are a similar age to the service user.

Group A visitors may visit from the beginning of a service users' placement, whereas Group B visitors can only visit after a service user has lived at MoCoCo House for one month. This is to allow time for the service user to settle into their new home, and for them to get to know staff and start building relationships within the house.

All visitors enter the building at the discretion of the staff on duty, and in consideration of this, the following exclusions apply:

- No overnight visiting is permitted under any circumstances.
- Any visitor below the age of 16 must be accompanied by an adult.
- All visitors must provide valid identification before entering the building.
- Group B visitors must complete a 'New Visitors Form' before they are given entry to the house. A decision is then made within one week, after authorisation from the allocated social worker has been given, and a light police check has taken place.
- Group B visitors are not permitted to enter communal areas of the building such as, the 'Willow Room', or the communal 'Courtyard', unless agreed by the Registered Service Manager.
- A service user's permission to receive Group B visitors may be suspended for a period of time if their behaviour has been unacceptable.
- Visitors will not be permitted entry to the building if they are intoxicated or under the influence of drugs.

All visitors must be treated fairly and will not be discriminated against at MoCoCo House, in line with the Equality Act 2010.

Any visitor or service user who is dissatisfied regarding the decisions made in respect of visitors, should refer to the MoCoCo House **MH07** - Complaints, Compliments and Feedback Policy and Procedure.



### 3. Group A Visitor Procedure

*(Social Workers, Professionals, immediate family members who form a support network).*

- ✓ If professionals wish to meet with service users in the 'Willow Room', meetings must be booked in advance to ensure availability and privacy.
- ✓ Report to staff upon arrival and discuss the reason for their visit.
- ✓ Show appropriate valid identification before entering the building.
- ✓ Sign in and out of the house in the 'Visitor Log', located at both entrances of the building.
- ✓ If they are visiting a service user in their flat, they must ensure the flat front door is open at all times.
- ✓ Report to staff before leaving the building.

### 4. Group B Visitor Procedure

*(Friends/unauthorised family members/acquaintances):*

1. All visitors must show appropriate identification, and failure to do so will result in refusal of entry.  
*(Valid photographic Identification: Passport/ Driving licence/ Student Card)*
2. All new visitors are required to complete a 'New Visitors Form' *(See Appendix A)* before they will be permitted entry into the building. Each form should be completed in full before it can be processed.
3. Once the 'New Visitors Form' has been completed in full, the Registered Service Manager, or a senior staff member will approve or disapprove the visitor within one week, once authorisation from the allocated social worker has been given, and a light police check has taken place.
4. If it is found that any of the information given is false, the visitor will be denied entry and will receive a complete ban from the house.
5. Once a visitor has been approved, they should follow the house rules as indicated on the 'New Visitors Form', or they will receive a ban from the house.

Visitor notices *(Appendix B)* are located at both entrances, which explains this policy and the visitor code of conduct. Alternatively, a copy of this policy will be provided by the Registered Service Manager upon request.

### 5. Visitor Police Checks

As part of this policy, Group B visitors are police checked before authorisation to visit can be given. This is a light police check that is completed by the local PCSO in Middlewich. The service is not given any information regarding individuals, however, the PCSO can advise the service if there are any risks associated with the individual, and they may recommend to not authorise entry.



## 6. Visiting Hours

Social workers and other professionals wishing to see a service user may visit upon request, which is usually within working office hours (9am - 6pm).

All other visitors can visit the house within the following times:

| Monday       | Tuesday      | Wednesday    | Thursday     | Friday     | Saturday   | Sunday     |
|--------------|--------------|--------------|--------------|------------|------------|------------|
| 4pm – 9.30pm | 4pm – 9.30pm | 4pm – 9.30pm | 4pm – 9.30pm | 4pm – 10pm | 1pm – 10pm | 1pm – 10pm |

Visitors arriving outside of these times will not be given entry to the building. However, we do need to make exceptions for those service users who work full-time as they may work shift patterns that are within our visiting hours. In such cases, the Registered Service Manager will discuss suitable visiting times with the individual, and this will form part of the service users care plan. Service users are allowed **one visitor** at a time.

## 7. Visitor Code of Conduct

The following rules apply to Group B visitors who have been authorised to visit a service user at MoCoCo House:

- ✓ A service users' front flat door must be open at all times when they have a visitor in their flat.
- ✓ Visitors are not allowed to bring large backpacks into the building. If they do arrive with a large backpack, they will be asked to leave this in the communal 'Willow Room' in sight of the CCTV.
- ✓ No weapons, alcohol or drugs are to be brought onto the premises.
- ✓ MoCoCo House accommodates mother and child/baby placements, and visitors must not approach any child or baby.
- ✓ No photographs must be taken, which identifies any child or baby who are accommodated at MoCoCo House, without the expressed permission of the parent or staff.
- ✓ No internal photos are to be taken within communal areas of the building.
- ✓ Offensive language will always be challenged by staff; however, all bad language must be challenged by staff if used in front of children and babies.
- ✓ It is the responsibility of the service user to collect their visitor from the front door. Whilst staff will always answer the door to visitors, they will not let a visitor into the building until the service user has come to meet them.
- ✓ Visitors must be accompanied by the service user within the house and must leave the building in line with visiting hours.
- ✓ Visitors may park on the front of MoCoCo House and designated parking spaces within the town (local supermarkets).
- ✓ Any visitor who refuses to leave the premises when requested to do so by staff, will receive a ban from the house.
- ✓ Visitors are not allowed to enter communal spaces such as the 'Willow Room', or the 'Courtyard' without the permission of the Registered Service Manager.
- ✓ MoCoCo House staff will conduct regular welfare checks throughout visits.



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**8. Recording and Storing Visitors details**


MoCoCo House is required to hold details of service user visitors in order to authorise them to enter the building. We store visitor details in the following ways:

- Authorised and unauthorised visitors are recorded on a service user’s ‘Care Plan Portals’.
- All visitors are recorded in the ‘Staff Logbook’.
- All visitors must sign in and out of the visitors’ log, located at both entrances of the house.
- Completed ‘New Visitor Forms’ are stored in the visitors file, located in the staff office, and are shredded when a service user leaves the service.

**9. Sanctions and Visitor Bans**

Service users are informed that their visitors are their responsibility whilst on the premises, and they must ensure that their visitors follow the house rules.

In the event that a service user visitor breaks the house rules, the following sanctions will apply:

| <b>Visitor Sanctions</b><br> | <b>1<sup>st</sup> Stage Sanction:</b>   | <b>2<sup>nd</sup> stage Sanction:</b>   | <b>3<sup>rd</sup> Stage Sanction:</b>                           |
|---|---|---|---|
| <b>Visitor not leaving the house when required/asked:</b>   | Visitor<br>1-Week Ban<br>from the house | Visitor<br>2-Week Ban<br>from the house | <b>Visitor Banned</b>   |
| <b>Alcohol being brought into the house or the consumption of alcohol:</b>                                    |   |   | <b>Visitor Banned</b><br>& no other<br>visitors for 2<br>weeks  |
| <b>Drugs being brought into the house or taken:</b>   |   |   | <b>Visitor Banned</b><br>& no other<br>visitors for 2<br>Weeks. |
| <b>Visitor abusive to staff or other residents:</b>   |   |   | <b>Visitor Banned</b>   |
| <b>Physical violence within the house:</b>  |   |   | <b>Visitor Banned</b> &<br>Police informed.                     |
| <b>Weapons of any sort within the building:</b>   |   |   | <b>Visitor Banned</b> &<br>Police informed.                     |

There may be instances where a service user is prohibited from having Group B visitors, due to their individual circumstances, the current care plan in place, or upon request from the allocated social worker. Service users may also have a temporary ban of Group B visitors if their behaviour has been unacceptable.

Group A visitors will never be sanctioned as they are part of the service users care plan and they have a right to have access to those who are supporting them.

**10. Related Policy and Procedures**

MoCoCo House also has the following associated policies and procedures in place that staff need to read and understand:

- **MH01** - Safeguarding and Child Protection Policy and Procedure
- **MH04** - Peer-on-peer Abuse (Anti-Bullying Policy and Procedure)
- **MH06** - Anti-Drugs Policy and Guidance
- **MH07** - Complaints, Compliments and Feedback Policy and Procedure

Appendix A:

# MoCoCo House



## NEW VISITOR FORM

Please fill out this form in full if you wish to visit one of our residents. Due to the nature of our service, all visitors must show appropriate identification, and fill out this form before being granted permission to enter. Please give staff **one week** to process your request and complete **Police checks**.

|   |        |             |                                       |             |  |
|---|--------|-------------|---------------------------------------|-------------|--|
| <b>Full Name:</b>                                       |        | <b>DOB:</b> |                                       | <b>Age:</b> |  |
| <b>Full home Address:</b>                               |        |             | <b>Visiting (Young Person):</b>       |             |  |
|   |        |             |                                       |             |  |
| <b>Postcode:</b>  |        |             |                                       |             |  |
| <b>Criminal Convictions:</b>                            | YES/NO |             | <b>ID Shown to Staff:</b>             | YES/NO      |  |
| <b>Details:</b>   |        |             | Passport/Driving Licence/Student Card |             |  |
| This doesn't necessarily mean you will be denied entry. |        |             | (Please Circle)                       |             |  |

**Visiting Hours:**

- **Monday to Thursday:** Between the hours of 6pm – 9.30pm. **Friday:** 6pm – 10pm
- **Saturday and Sunday** (Including Bank Holidays): Between the hours of 1pm and 10pm

**Visitor Code of Conduct:**

- You can only enter MoCoCo House at the times indicated above.
- You are only permitted to enter flat(s) you have been given permission to do so.
- You are not allowed to bring in backpacks into the building. You can keep these in the Willow Room if you prefer.
- You should not bring or consume **alcohol or drugs** in the building, or you will be issued with a complete ban from MoCoCo House.
- No weapons to be brought into MoCoCo House.
- Whilst at MoCoCo House, you should treat all residents and staff with courtesy and respect.
- You should leave the building when asked by staff.
- Be aware as a visitor, a light police check is conducted before authorisation is given.
- No smoking on the premises.

**Declaration:**

I \_\_\_\_\_ Have read and understood this document and what is expected of me as a visitor at MoCoCo House. I understand that if I break any of the rules of the house, I will be given a complete ban.

|                                |        |                           |        |
|--------------------------------|--------|---------------------------|--------|
| <b>Visitor Sign:</b>           |        | <b>Staff Member Sign:</b> |        |
|                                |        |                           |        |
| <b>Date:</b>                   |        | <b>Date:</b>              |        |
| <b>Office Use:</b>             |        |                           |        |
| <b>Police Check Completed?</b> | YES/NO | <b>Visitor Approved?</b>  | YES/NO |

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Appendix B: X2 Visitor notices located at both entrances.

# MoCoCo House

## WELCOME VISITORS



| Visitor Hours:      |                   |  |
|---------------------|-------------------|--|
| Monday - Thursday   | Friday            | Saturday – Sunday<br>(Including Bank Holidays) |
| <u>4pm – 9.30pm</u> | <u>4pm – 10pm</u> | <u>1pm – 10pm</u>                              |

**Under 18's:** One visitor only    **Over 18's:** Two visitors only

### Visitor Code of Conduct:

- You can only enter MoCoCo House at the times indicated above.
- Visitors must be between the age of 16 -24, unless a family member.
- You are only permitted to enter flat(s) you have been given permission to do so.
- You are not allowed to bring in backpacks or other large bags into the building. You can keep these in the Willow Room which are monitored by CCTV, if you prefer.
- Flat front door should be **fully** open.
- You should not bring or consume **alcohol or drugs** in the building, or you will be issued with a complete ban from MoCoCo House.
- Weapons are not allowed at MoCoCo House.
- Whilst at MoCoCo House, you should treat all residents and staff with courtesy and respect.
- You should leave the building when asked to by staff.
- Photographs within the building are not permitted.
- Be aware as a visitor, your details may be shared with the police and social care for safeguarding purposes.



No Drugs



No Alcohol



No Backpacks or bags

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# MoCoCo House

## PERMISSION OF ENTRY



1. All new visitors must show appropriate Identification, and failure to do so will result in refusal of entry into the building.

*(Valid Identification: Passport/ Driving License/Student Card).*

2. All new visitors are required to fill out a 'New Visitors Form' before they will be permitted entry to the house. All information must be provided.
3. **Police Check:** Staff will approve or disapprove the visitor within one week, once Police checks have taken place.
4. If it is found that any of the information given is false, the visitor will be denied entry and will receive a complete ban from the house.
5. Once a visitor has been approved, they should follow the house rules.



**MoCoCo House**  
NEW VISITOR FORM

Please fill out this form in full if you wish to visit one of our residents. Due to the nature of our service, all visitors must show appropriate identification, and fill out this form before being granted permission to enter. Please give staff 48 hours to process your request and complete **Police checks**.

|                    |                          |                                       |
|--------------------|--------------------------|---------------------------------------|
| Full Name:         | DOB:                     | Age:                                  |
| Full Home Address: | Visiting (Young Person): |                                       |
| Passport:          | YES/NO                   | ID Shown to Staff:                    |
| Details:           | YES/NO                   | Passport/Driving Licence/Student Card |
| (Please Circle)    |                          |                                       |

**Visiting Hours:**

- Monday to Thursday: Between the hours of 6pm – 9.30pm. **Friday:** 6pm – 10pm
- Saturday and Sunday (Including Bank Holidays): Between the hours of 1pm and 10pm

**Visitor Rules:**

- You can only enter MoCoCo House at the times indicated above.
- Visitors must be between the age of 16 -24, unless a family member.
- You are only permitted to enter flat(s) you have been given permission to do so.
- You are not allowed to bring in backpacks or other bags into the building. You can keep these in the training room with CCTV, if you prefer.
- You should not bring or consume **alcohol or drugs** in the building, or you will be issued with a complete ban from MoCoCo House.
- No weapons to be brought into MoCoCo House.
- Whilst at MoCoCo House, you should treat all residents and staff with courtesy and respect.
- You should leave the building when asked by staff.
- Police may do spot checks without notice and you need to be aware of this.
- Be aware as a visitor, your details may be shared with the police for safeguarding purposes.
- No smoking on the premises.

**Declaration:**

I, \_\_\_\_\_ Have read and understood this document and what is expected of me as a visitor at MoCoCo House. I understand that if I break any of the rules of the house, I will be given a complete ban.

|                         |                    |
|-------------------------|--------------------|
| Visitor Sign:           | Staff Member Sign: |
| Date:                   | Date:              |
| Police Check Completed? | Visitor Approved?  |
| YES/NO                  | YES/NO             |



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