



# PROTECTING RESIDENTS, VISITORS & STAFF

## FACTSHEET 7

We want visitors to feel that they are visiting your home, and we cordially invite all visitors to make themselves at home! There are areas in the Home with facilities for your visitors to make themselves a hot drink – small donations are requested for this.



### Personal Care, Moving & Handling

You will have been admitted to a care home for a variety of reasons; however, one of these reasons is always that you require more care than could be provided in your own home. Therefore, we do ask that visitors allow the staff to conduct personal care tasks for you, along with any moving and handling that you may need, unless it is your specific wish that your visitor undertakes this, provided you have the mental capacity to express your wishes. Your visitor will not be covered by the Home's Liability Insurance if they conduct any of these care tasks themselves, and therefore, even if it is your wish, we can take no responsibility if your visitor harms themselves whilst doing this.

### Appropriate Behaviour Within the Care Home

Whilst we make every effort to ensure that residents live in a homely environment, the nature of a care home is such that there is a large element of 'community living'; therefore, visitors are requested to respect the peaceful enjoyment of others. Senior



Staff will remind visitors of this when necessary. Staff have the right to request that visitors leave the Home if their behaviour continues to have a negative impact on the peaceful enjoyment of others.

## Complaints

We expect our staff to respect all visitors to the Home, and likewise, we ask that visitors do the same. If you have any concerns, or wish to raise a complaint, the complaints procedure is displayed in all of our Homes, and included in the Service Users Guide.

## Zero Tolerance Policy

BCOP has a zero tolerance policy for the abuse of any person within one of its Homes; this includes residents, visitors and staff.

## Further Guidance

Further guidance about individual BCOP homes can be found in the **Service Users Guide**, which is available in each resident's room, and the Reception area of each Home.

If you have any queries, always raise them; we are here to help you as well as the person you are visiting.