

Visiting within Buchanan Rehabilitation Centre

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1. Purpose of policy

- Define the visiting hours at Buchanan Rehabilitation Centre
- Clearly define the responsibilities and expectations of both staff and visitors

1.1 Scope

- This policy applies to all visitors – clinical and non-clinical visiting a client at Buchanan Rehabilitation Centre.
- All staff are responsible for enforcing this policy.

2. Policy statements

2.1 Family/whānau/support person

- Buchanan Rehabilitation Centre is committed to having the client's family/whānau/ support person involved in their care for the duration of the client's stay at Buchanan.
- All visits must take place in shared communal spaces with no visit allowed in client's bedrooms.
- When staff consider that it is in the client's best interest to limit the number of visitors or/and have visit in the designated area, the reasons for this decision will be discussed with the client and the family/whānau/support person. This will be clearly documented on HCC and in the client's plan.
- Staff on shift will monitor the clients' mental health state before, during and after the visit to maintain safety of clients and visitors.
- When visiting a client the visitor must report to reception or the Shift Co-ordinator if the visit is after business hours.

2.2 Visiting children

- Visiting children are to be closely supervised by their family/whānau at all times and are not to be left unattended at any time. If children are not closely supervised the visit may be terminated by staff.
- A selection of toys and children's activities is available in the whanau room for children to use.
- Children are not allowed in other client's houses or bedrooms.
- Visiting children remain at all times the responsibility of the client's family/whānau/support person during their visit to Buchanan Rehabilitation Centre

2.3 Official visitors

- Official visitors must sign in at reception and state the nature of their business.

3. Visiting

3.1 Hours

Monday to Friday	1600 – 2100
Weekends and public holidays	1000 – 2100 but also by negotiation with the shift co-ordinator

3.2 Out of hours

- No Family/Whānau/support person is permitted to visit outside of the visiting hours except where exemption has been granted by the Clinical Team or shift Co-ordinator. This information is to be documented on HCC and included in the client’s plan.
- All visitors are to report to the Shift Co-ordinator prior to visiting the client.
- Visitors are not permitted to remain in BRC overnight

3.3 Smoking

- Buchanan Rehabilitation Centre is a smoke-free environment. Visitors may only smoke off Buchanan Rehabilitation Centre grounds. Any breaches to this may result in the visit being terminated.

3.4 Orientation of family/whānau/support person

- There is a Whānau room that offers a dedicated space that families can use if required when visiting Buchanan Rehabilitation Centre
- The Shift Co-ordinator is to ensure that the family/whānau/support person is orientated to Buchanan Rehabilitation Centre and the Whānau Room in addition to general rules and expectations (i.e., no food and shoes to be removed in the Whānau Room)
- The Shifts Co-ordinator is to ensure confidentiality of other clients and staff is maintained at all times
- Whānau to be offered an opportunity to discuss/communicate with staff after their visit

4. Dealing with challenging visitors

4.1 Recommendations for staff working with challenging visitors

Staff have the right where necessary to:

- Refuse or limit access for clinical or safety reasons. These are to be clearly documented on HCC.
- Check all items brought into BRC to ensure that there is nothing that could potentially compromise safety during the visit e.g. weapons, sharp objects, any illegal substances.
- Ask any person and/or visitor to leave if they feel their safety or the safety of others is compromised.
- Ban specific visitors including use of trespass order and inform police if a crime may have been committed by a visitor.

4.2 Unacceptable behaviours

All visitors must maintain an appropriate standard of behaviour whilst at BRC.

Behaviours that are deemed unacceptable and will not to be tolerated by staff are:

- Verbal or physical assault on clients, staff or other visitors.
- Aggression, threats, disruption and intimidation.
- Intoxication with legal or illegal substances.
- Supply of legal or illegal intoxicating substances.
- Theft or damage to property.
- Sexual harassment or any behaviour that is deemed sexually inappropriate.
- Smoking on BRC site.
- Breach of non-trespass order.
- Any illegal behaviour by visitors will be reported to the police.

5. Legislation

- Health and Disability Commissioners Act 1994
- Consumers Rights 1996
- Privacy Act 1993
- Health Information Privacy Code 1994
- Health Practitioners Competency Act 2003
- Smokefree Environments Act 1990

6. Associated documents

- Bicultural Policy
- Code of Rights
- Smokefree

Other documents

- Auckland DHB Family Whānau Participation
- Auckland District Health Board *Your Rights* pamphlet

7. Disclaimer

No guideline can cover all variations required for specific circumstances. It is the responsibility of the health care practitioners using this Auckland DHB guideline to adapt it for safe use within their own institution, recognise the need for specialist help, and call for it without delay, when an individual patient falls outside of the boundaries of this guideline.

8. Corrections and amendments

The next scheduled review of this document is as per the document classification table (page 1). However, if the reader notices any errors or believes that the document should be reviewed **before** the scheduled date, they should contact the owner or [Document Control](#) without delay.