

VIP Visitor Policy.

Contents

Version Control	1
Purpose.....	2
Introduction	2
Scope	2
Definitions.....	2
Policy Statement.....	3
Responsibilities	3
Directors	3
All staff.....	3
Arranging a Visit	4
Reporting Concerns	4
Confidentiality/Consent	4
POLICY STANDARDS	5
Audit & Monitoring	5
Distribution and Awareness Plan.....	5
Equality Impact Assessment	5
Approval.....	5
Appendix	6
Visitors Registration Form	6

Version Control

Version 1 24/08/18 Policy creation

Purpose

The purpose of this policy is to ensure there is no risk to the safety and security of patients and staff arising from visits to sites where **Southern Ultrasound** is providing Ultrasound Services either by approved or invited visitors such as VIPs and celebrities, and the media.

Introduction

It will be extremely rare for **Southern Ultrasound** to arrange visits for celebrities and other VIP's however such visits may be organised by Clients or others and incorporate the Company's Ultrasound services,

The Company aims to support and accommodate visitors whenever possible, whilst recognising a responsibility to protect the safety, security, privacy and dignity of patients, families and staff.

The Company recognises the need to ensure the protection of vulnerable adults and children from any forms of potential or actual assault, abuse or psychological grooming.

It also recognises the need to ensure any such visits do not have a detrimental effect on the running of clinical services and take practical measures to organise and manage external visits safely and minimise disruption to patients, visitors and staff.

Scope

This policy applies to invited celebrity and VIP visitors to the Company for the purpose of promoting our services, the Client or Client's charity, patient experience and motivating staff (see Definitions)

The vast majority of VIP/celebrity visits to the service are "one-off" events, which means that standard safeguarding arrangements such as disclosure and barring service (DBS) checks may not be appropriate, therefore the approved visitor(s) must be accompanied at all times.

This policy does not apply to anyone who is visiting a relative or friend, or who is attending as a patient receiving treatment with in the Company's service or the Client organisation; nor to individuals or groups who have long term or ongoing relationships with the company or client, such as volunteering.

Definitions

Company - Southern Ultrasound

Client - NHS Trust or other healthcare establishment to which the Company is contracted to provide services

Area of Responsibility - That region of the Client's premises for which the Company is responsible or in which it provides services. This may include a clinic room, waiting area, office space or other.

Approved visitors - Individuals or groups who are invited or who have approval to be on the Client premises for an official purpose or for the benefit of patients, staff, the Client, the Company or the NHS. These may include:-

VIP's - key stakeholders including MPs, Ministers, elected representatives, overseas dignitaries, members of the Royal Family

Celebrities - famous/high profile figures who might be well known to the public, patients and their families, also including costumed characters as these would be well known to children and young people.

Fundraisers - generating financial support or presenting funds, raised for the benefit of patients, staff or the Client.

Public areas - any location in the hospital that is accessible by the general public and does not have secure entry. These would include reception areas, catering and retail areas.

Clinical or restricted areas - any area of the hospital in which clinical care is provided. This would include all wards, theatres, departments and clinics. It also includes any area associated with healthcare or the business of the Client or Company which has a secure door or requires a hospital pass or staff member to gain entry.

Policy Statement

The policy requires that one-off or very short-term approved official visitors are always accompanied through their visit to the Company's area of responsibility.

To ensure adequate supervision is maintained at all times, the number of visitors will be restricted and Client / Company's staff will be proportionate at a ratio of 3:1.

Approved official visitors who are in the premises for extended periods of time, such as volunteers, or who are here on repeated occasions, such as a charity patron or celebrity linked with a particular service, and are likely to be unaccompanied, will be subject to DBS checks/authorisations.

All visits by VIPs or celebrities are to be handled and managed by the Clients' Corporate Office who will engage the Communication Team, Charity Team, or Trust Board Secretary as necessary. Visitor-supervision may be delegated to local clinical teams if appropriate. It is highly likely one or more of the client's Executive Team will be present during the visit too.

Responsibilities

Directors

The Director(s) are responsible for ensuring that processes are in place to ensure that the recommendations arising from Kate Lampard report "Themes and lessons learnt from NHS investigations into matters relating to Jimmy Saville" (February, 2015) are fulfilled and monitored.

The Directors maintain the Company Register of approved official visitors and is responsible for ensuring other relevant parts of the Company are made aware of their responsibility to notify the Directors of any visits covered by this policy.

The Directors shall nominate a named Senior Manager to carry out risk assessments prior to the visit, if appropriate or liaise with local police or protection officers. Assessment will determine the appropriate level of additional resources or control measures if required. Risk assessment should include the likelihood of uninvited photographers and followers or fans potentially attracted by the presence of a celebrity or VIP.

If disruption to clinical care is judged likely, then senior staff may advise that the visit is inappropriate, suggesting a postponement or cancellation. This would need to be approved by the named Director.

All staff

All staff must act in accordance with this policy and support visits to their areas by representing the Company and, if appropriate, Client properly and acting professionally at all times

The policy requires that approved official visitors are always accompanied by a Client or Company member of staff throughout their visit to the Company's Area of Responsibility. As VIPs/celebrities are often accompanied by colleagues or friends, this applies to all supervising and chaperoning includes guests/accompanying party they may bring with them.

If approved official visitors are in the Company's Area of Responsibility for extended periods of time, e.g. a celebrity linked with a particular service or a celebrity volunteer, and they are likely to be unaccompanied, advice will be sought from the Client's Safeguarding Team about what checks or authorisations will be required.

Any requests to the Company for celebrity, VIP or media visits must be referred to the Directors.

Visitor supervision can be delegated to clinical teams if appropriate, with a recommendation that at least one person is responsible for supervision and chaperone - with more chaperones required if the visiting party is larger.

If a visit occurs outside normal working hours and especially at weekends, the person leading the visit must notify the Site Manager to reassure them that the visit is approved, advise of the arrangements and confirm that they will be supervising the visit.

Arranging a Visit

VIP visits planned by the Company will be booked through the Directors with our local management input. Permission from the Client will be obtained prior to confirming the visit, so that the Clients' procedures can be dovetailed into the Company's actions

Where the Client books a VIP visit that involves the Company's Area of Responsibility, the local management must be informed (and the information passed on to the Directors using the Notification Form, Appendix A) so that our actions dovetail in to that of the Client.

The above joint response is designed to prevent unexpected visits for either party, and to ensure that provision of sufficient staff and security measures are made to protect the patient and company.

Upon arrival, approved official visitors will be met by a Company or Client representative. If required by local rules, a temporary visitor badge will be issued for the visitor.

Approved visitors who do not have appropriate checks and authorisation must not be left unaccompanied. In addition, any time they are in the presence of a patient, there will be a chaperone who will be a member of staff appropriate to the clinical setting.

The Client or Company representative will ensure that all appropriate protocols including infection prevention and control are observed by the VIP or celebrity visitor.

Reporting Concerns

If during a VIP/celebrity visit, the behaviour of a visitor or a member of their accompanying party gives cause for any concerns whatsoever, then this should be raised at the time with the member of staff who is supervising them and visit brought to an immediate end.

Any serious incident must be reported to via the appropriate Client or Company procedure (eg Safeguarding procedure)

Confidentiality/Consent

Prior to all approved visits, visitors will be informed of the appropriate confidentiality and consent requirements for patients and staff as well as for themselves, and will be expected to abide by them during and after the visit. This includes obtaining appropriate consent for all images, still and moving, for use in all media, including social media, to protect patient, staff and approved visitor identity.

Any patients who may be involved in a VIP/celebrity visit, e.g. they are undergoing an ultrasound scan, will be asked in advance of the visit whether they mind being potentially approached by the visitor. If there is likely to be photography, the patient will be asked if they consent to be photographed and will be requested to sign a photograph release form.

Staff are representatives of the Company and are expected to behave professionally at all times. During VIP and celebrity visits, staff should continue in their roles as usual while supporting the management of the visit where appropriate. However, staff have a right to refuse to be recorded on any photographic media without supplying a reason.

Approved official visitors to clinical areas should always be greeted appropriately by staff and treated respectfully throughout their visit. Staff must not approach celebrities on wards, in corridors or other areas of the hospital

Breach Reporting

If a VIP or celebrity attends the Trust without any prior notice and is not on a private visit to see a relative or friend who is a patient, local management must be notified immediately in standard working hours. If visiting is out of hours, this should be the Senior Manager On-Call.

The visitor should be held in reception/nursing station until the site manager arrives to determine the nature of their visit and whether it is appropriate to go ahead.

Any member of staff concerned must comply with the Company's Incident Policy.

POLICY STANDARDS

Audit & Monitoring

The Board of Directors will monitor the use of this policy and the impact of VIP visitors and on service provision.

Distribution and Awareness Plan

All staff are made aware of the policy as part of their induction training. If there are any significant changes to the policies that affect the way in which staff initiate or respond, these are communicated to them via team briefs and staff meetings.

A copy of the policy is available to all staff via the Company's on-line Governance Framework folder, and can be accessed 24/7 from any location with Web Access. A hard copy version is retained at all sites of operation and is available to view or download from the company's website.

Equality Impact Assessment

An Equality Impact Assessment has been performed on this policy and procedure. The EIA demonstrates the policy is robust; there is no potential for discrimination or adverse impact. All opportunities to promote equality have been taken.

		Yes/No	Comments
1	Does the policy/guidance affect one group less or more favourably than another on the basis of:		
	Race	No	
	Ethnic origins (inc. gypsies and travellers)	No	
	Nationality	No	
	Gender	No	
	Culture	No	
	Religion or belief	No	
	Sexual orientation including lesbian, gay and bisexual people	No	
	Age	No	
	Disability - learning disabilities, physical disability, sensory impairment and mental health problems	No	
2	Is there any evidence that some groups are affected differently?	No	
3	If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable?	NA	
4	Is the impact of the policy/guidance likely to be negative?	NA	
5	If so can the impact be avoided?	NA	
6	What alternatives are there to achieving the policy/guidance without the impact?	NA	
7	Can we reduce the impact by taking different action?	NA	

Approval

This policy has been approved by the undersigned and will be reviewed annually and any time there is a change in the Law or guidance recommendations.

Policy Created: 24/08/2018

Kevin Rendell Director

Policy Last Reviewed v1 14/03/19



Appendix

Visitors Registration Form

Any requests for celebrity, VIP or media visits must be referred to the Directors.

Please complete the Pre-Visit details below in full and forward a copy of the Form to a Company Director.

Approval for the visit will only be given once the permission of the Client has been obtained and consideration has been given to the impact on operations and safety.

Following the visit, the Post-Visit section of the form must be completed and retained on file.

Pre-visit

Visitor name	
Organisation	
Date of visit	
Times / duration of the visit	
Location (s) of the visit	
Purpose of the visit	
Clinical lead (eg ward manager) who has approved the visit	
Executive lead who has approved the visit	
Schedule/itinerary of the visit	
Name(s) of personnel (non-MEHT) accompanying the visitor	
Name of MEHT staff member supervising the visitor	

Post-visit

Names of patients the visitor spent time with	
Did the patient(s) consent to photography?	
Were consent forms completed?	