



Visitors Policy for EnhanceAble Space

Introduction

EnhanceAble wishes to achieve both transparency for the service and privacy for people staying at the house. This policy has been drawn up with these two considerations in mind and in an effort to find a balance.

Visitors for individual guests

- All service users staying at the home are entitled to invite a friend, relation or professional to visit. This may be for a short visit, for a meeting, or for a meal.
- People need to let us know about who will be visiting, as this will enable us to think about the needs of other people staying in the house at that time.
- There may be exceptional times when it is difficult for people to receive visitors. This will be very unusual and if this should occur we will make every effort to ensure people can still meet up with their acquaintance e.g. by providing an alternative venue and/or transport. We hope this will not ever happen.
- We ask all guests to think about other people staying in the house when they have visitors. If visitors are very lively and noisy, they may need to meet with them in their room to avoid upsetting other people staying.
- If People want to have a private meeting they can use their room or they can ask to use the office or the sensory room.
- Staff will always help people to plan visits and to arrange invitations. They will also help to welcome guests and support people to provide them with refreshments.
- All visitors will be asked to sign in our visitors' book.
- We have no problem with pets visiting, but we will need to ensure that other people staying in the house are OK with that. Sometimes, if other guests are worried about or allergic to animals, we may have to say that pets are not welcome.

Professional Visitors

Professional visitors are asked to visit by appointment only. Unannounced inspections by relevant agencies are an obvious exception to this.

All visitors are required to sign the visitors' book and the reason for their visit.

Visitors are not permitted to enter people's room without that person's express and contemporaneous permission.

Unexpected professional visitors may not be admitted if this is likely to cause a disturbance to the people currently staying in the house.

General Visitors Policy

Staff may never, at any time, receive personal visits whilst working at the house. This would be an intrusion into the privacy of people staying there and a distraction to staff that are focusing on the well-being of those people.

All visitors are required to sign the visitors' book.

All visitors are required to be polite and respectful to everybody in the house.

EnhanceAble staff visiting the property must call ahead (with the exception of spot checks) to ensure their visit is convenient to the people staying in the house.

Visitors who appear to be under the influence of drugs or alcohol will not be permitted to visit and will be asked to leave if this appears to be the case.

EnhanceAble Space is a strictly non-smoking environment. Smoking is not permitted on our site.

EnhanceAble expects all visitors to be non-discriminatory in their manner whilst visiting. EnhanceAble challenges prejudice and will ask people making sexist, racist, or other discriminatory remarks to refrain and/or to leave the property.