

SCDHSC0245

Receive visitors in health and social care settings



Overview

This standard identifies the requirements when receiving visitors in health and social care settings. This includes receiving visitors and supporting them during their visit to individuals. It also includes monitoring the activities of visitors and taking action to control or remove them where necessary.

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Performance criteria

Receive visitors according to work setting requirements and procedures

You must be able to:

- P1 make any **preparations** required to ensure the area is safe and ready to receive **visitors**
- P2 greet visitors courteously
- P3 **communicate** with the visitors appropriately to ascertain the purpose of their visit
- P4 make any necessary security checks to ensure that each visitor has a right to enter
- P5 where a visitor does not have the right to enter, explain why, referring them to **others** when appropriate
- P6 identify any help that the visitors may need to enable them to visit the **individual**
- P7 identify any help the visitors may need to communicate with the individual
- P8 encourage visitors who are in the wrong place to leave
- P9 where necessary summon others to help you ensure that visitors who are in the wrong place do leave

Support individuals and their visitors during a visit

You must be able to:

- P10 support the individual to receive the visitors and to help make them comfortable during their visit
- P11 encourage the visitors to respect the wishes of the individual
- P12 provide any support required by the visitors according to their own needs and work setting **policies and procedures**
- P13 support the visitors to understand and comply with legal and work setting requirements that apply to them
- P14 ensure that any information you give to visitors is accurate and takes account of confidentiality, legal and work setting requirements
- P15 refer the visitors to others when you are not able to answer their questions
- P16 take appropriate action to ensure that visitors, the individual and others are protected from **danger, harm and abuse** during the visit

Take action to control the activities of visitors where necessary

You must be able to:

- P17 explain to visitors the standards of behaviour that are acceptable in the setting
- P18 monitor the actions and activities of visitors
- P19 identify actions and activities that may cause a threat
- P20 where necessary take preventative action to minimise damage and the **risk** of danger, harm and abuse

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- P21 take appropriate action to manage the situation to protect the setting, yourself and others who are potentially at risk
- P22 where necessary remove the visitors from the premises safely and in accordance with legal and work setting requirements
- P23 seek extra help when you are not able to deal with the situation
- P24 **report** immediately to relevant people and agencies the details of incidents involving visitors

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Knowledge and understanding

You need to know and understand:

Rights

- K1 work setting requirements on equality, diversity, discrimination and human rights
- K2 your role supporting rights, choices, wellbeing and active participation
- K3 your duty to report anything you notice people do, or anything they fail to do, that could obstruct individuals' rights
- K4 the actions to take if you have concerns about discrimination
- K5 the rights that individuals have to make complaints and be supported to do so

How you carry out your work

You need to know and understand:

- K6 codes of practice, standards, frameworks and guidance relevant to your work and the content of this standard
- K7 the main items of legislation that relate to the content of this standard within your work role
- K8 your own background, experiences and beliefs that may affect the way you work
- K9 your own roles and responsibilities with their limits and boundaries
- K10 who you must report to at work
- K11 the roles and responsibilities of other people with whom you work
- K12 how to find out about procedures and agreed ways of working in your work setting
- K13 how to make sure you follow procedures and agreed ways of working
- K14 the meaning of person centred/child centred working and the importance of knowing and respecting each child or young person as an individual
- K15 the prime importance of the interests and well-being of children and young people
- K16 the individual's cultural and language context
- K17 how to work in ways that build trust with people
- K18 how to work in ways that support the active participation of individuals in their own care and support
- K19 how to work in ways that respect individuals' dignity, personal beliefs and preferences
- K20 how to work in partnership with people
- K21 what you should do when there are conflicts and dilemmas in your work

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- K22 how and when you should seek support in situations beyond your experience and expertise

Theory for practice

You need to know and understand:

- K23 the **factors that may affect the health, wellbeing and development of individuals** you care for or support
- K24 how these affect individuals and how they may affect different individuals differently
- K25 the main stages of human development

Communication

You need to know and understand:

- K26 factors that can have a positive or negative effect on the way people communicate
- K27 different methods of communicating

You need to know and understand:

Personal and professional development

- K28 why it is important to reflect on how you do your work
- K29 how to use your reflections to improve the way you work

You need to know and understand:

Health and Safety

- K30 your work setting policies and practices for health, safety and security
- K31 practices that help to prevent and control infection in the context of this standard

Safe-guarding

You need to know and understand:

- K32 the duty that everyone has to raise concerns about possible harm or abuse, poor or discriminatory practices
- K33 signs and symptoms of harm or abuse
- K34 how and when to report any concerns about abuse, poor or discriminatory practice, resources or operational difficulties
- K35 what to do if you have reported concerns but no action is taken to address them

You need to know and understand:

Handling information

- K36 legal requirements, policies and procedures for the security and confidentiality of information
- K37 work setting requirements for recording information and producing

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- reports including the use of electronic communication
- K38 what confidentiality means
- K39 how to maintain confidentiality in your work
- K40 when and how to pass on information

Specific to this NOS

You need to know and understand:

- K41 principles for working with, welcoming and dealing with visitors
- K42 types of preparation required for the arrival of visitors
- K43 sources and types of written information which might be appropriate for different visitors
- K44 how to offer help to visitors in a way which is not over-bearing or condescending
- K45 the affect visitors may have on the health, social or care setting and the threats they may cause
- K46 factors that may cause individuals distress, prior to, during and after visits
- K47 how to recognise those visitors who should not be present and how to deal with them in a constructive and firm way
- K48 signs of potentially disruptive behaviour and why this may occur
- K49 preventive actions that can be taken, when it may be best to intervene, the risks inherent in different forms of intervention
- K50 legal and work setting requirements for reporting incidents involving visitors

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Additional Information

Scope/range related to performance criteria

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

Note: Where an individual finds it difficult or impossible to express their own preferences and make decisions about their life, achievement of this standard may require the involvement of advocates or others who are able to represent the views and best interests of the individual.

Where there are language differences within the work setting, achievement of this standard may require the involvement of interpreters or translation services.

To **communicate** may include using the individual's preferred spoken language, the use of signs, the use of symbols or pictures, writing, objects of reference, communication passports, other non verbal forms of communication, human and technological aids to communication

Danger could be imminent, in the short, medium term or longer term

Harm and abuse may include neglect; physical, emotional and sexual abuse; financial abuse; bullying; self harm; reckless behaviour

The **individual** is the person you support or care for in your work

Others are your colleagues and other professionals whose work contributes to the individual's well-being and who enable you to carry out your role

Policies and procedures are formally agreed and binding ways of working that apply in many settings. Where policies and procedures do not exist, the term includes other agreed ways of working.

Preparations may include security, signposting, car parking, preparation of equipment and aids to enable individuals to communicate

To **report** may include making verbal reports or completing written records within confidentiality agreements and must follow legal and work setting requirements

A **risk** takes account of the likelihood of a hazard occurring and may include the possibility of danger, damage and destruction to the environment and goods; the possibility of injury and harm to people

Visitors may include family, friends, carers, others with whom individuals have a supportive relationship, people outside your work setting who provide specialist health and care services to support the needs of individuals.

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Scope/range related to knowledge and understanding

The details in this field are explanatory statements of scope and/or examples of possible contexts in which the NOS may apply; they are not to be regarded as range statements required for achievement of the NOS.

All knowledge statements must be applied in the context of this standard.

Factors that may affect the health, wellbeing and development of individuals may include adverse circumstances or trauma before or during birth; autistic spectrum conditions; dementia; family circumstances; frailty; harm or abuse; injury; learning disability; medical conditions (chronic or acute); mental health; physical disability; physical ill health; poverty; profound or complex needs; sensory needs; social deprivation; substance misuse

Values

Adherence to codes of practice or conduct where applicable to your role, and the principles and values that underpin your work setting including the rights of children and adults. These include the rights:

To be treated as an individual

To be treated equally and not be discriminated against

To be respected

To have privacy

To be treated in a dignified way

To be protected from danger and harm

To be supported and cared for in a way that meets their needs, takes account of their choices and also protects them

To communicate using their preferred methods of communication and language

To access information about themselves

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