

Overview

This standard describes standards for supporting and controlling visitors to sites. Visitors may include: those who are in receipt of services, those accompanying them, representatives from other agencies and so on. The term 'services and facilities' is used to mean the areas for which you have responsibility. These may be open to the public or may be organisations to whom visitors are invited or where officials have the right of access. You must be able to welcome and receive visitors to the site, offer help to them during their visit and monitor them during their stay. You are also required to take action should any visitor pose a potential or actual threat to the service and facility and its contents, to themselves (such as wandering into areas which are potentially dangerous) or to other people.

To achieve this standard, you will need to have developed your knowledge, understanding and skills of how to communicate with people effectively and how to handle potentially difficult inter-personal situations in a manner which is likely to prevent them escalating.

Users of this standard will need to ensure that practice reflects up to date information and policies.

SFHSS05

Support and control visitors to services and facilities

Performance criteria

You must be able to:

- P1 ensure the area for which you are responsible is in a sufficient state of readiness to receive visitors safely
- P2 greet visitors warmly, and correctly ascertain the purpose of their visit
- P3 make any necessary security checks correctly to establish the visitor's right of entry
- P4 assist visitors, appropriate to their needs, and inform them about how they may obtain any further help
- P5 encourage visitors who are in the wrong place to leave as soon as is practical and give appropriate help to them
- P6 communicate with visitors in a manner, and at a level and pace, appropriate to the individuals concerned
- P7 give confidential information only to those visitors who are entitled to receive it
- P8 refer visitors to the appropriate source of information when you are not able to provide the answers
- P9 offer help to visitors consistent with organisational policies and the visitors' needs
- P10 encourage visitors to use the services and facilities in a way which is consistent with their purpose and condition, and in a manner which promotes visitors' own safety and security
- P11 encourage visitors to seek further explanation and give appropriate accurate information where this is possible
- P12 refer visitors to the appropriate source of information when you are not able to provide the answers
- P13 correctly identify visitors who cause a threat during their visit and take the appropriate action to minimise any damage or risk
- P14 ensure, in all dealings with visitors, working methods and systems promote health and safety and are consistent with organisational and statutory requirements
- P15 monitor the behaviour of visitors and, where there is cause for concern, take preventative action
- P16 promote acceptable standards of behaviour through communication with visitors
- P17 summon further assistance without delay when you are not confident that you can deal with a situation on your own
- P18 take appropriate action to manage the situation without delay to protect the setting, yourself and others who are potentially at risk
- P19 take action to apprehend or expel visitors safely, and in accordance with organisational and statutory requirements
- P20 make complete, accurate and legible records of an incident immediately after its conclusion and the inform the relevant people

SFHSS05

Support and control visitors to services and facilities

- P21 ensure, in all dealing with visitors, working methods and systems promote health and safety and are consistent with organisational and statutory requirements

SFHSS05

Support and control visitors to services and facilities

Knowledge and understanding

You need to know and understand:

- K1 the importance of creating a positive first impression and how this is achieved (e.g. competence of staff, personal presentation of staff, interpersonal skills –image of organisation)
- K2 the security checks which are necessary in your organisation and specific organisational policies relating to these
- K3 organisational policy on the confidentiality of information and how confidentiality can best be maintained
- K4 the reasons for liaising effectively with colleagues
- K5 your responsibility under statutory and organisational requirements in relation to the control of potentially disruptive visitors
- K6 the limits of your capabilities in managing potentially disruptive visitors and the purpose of seeking assistance in such cases
- K7 the purpose of providing up-to-date information on the organisation and its staff
- K8 the purpose of the service or facility and the effects which visitors may have
- K9 why the organisation may have certain access policies or have developed areas for specific visitor access
- K10 the importance of balancing the purpose of the service or facility with the needs of the visitors
- K11 the importance of maintaining records on any incident which occurs in relation to controlling any visitor
- K12 the importance of informing relevant people as soon as possible after the incident
- K13 sources and types of written information which might be appropriate for different visitors
- K14 barriers to effective communication
- K15 how communication differs between different cultures and different people
- K16 the threats which visitors may cause
- K17 how behaviour is affected by individuals' gender and cultural background
- K18 signs of potentially disruptive behaviour – verbal and non-verbal – and why this may occur
- K19 the forms of preventive action which can be taken, when it may be best to intervene, and the risks inherent in different forms of intervention
- K20 preparations required for the arrival of visitors such as: safety, security, signposting, car parking
- K21 how to recognise those visitors who should not be present and how to deal with them in a constructive and firm way
- K22 effective methods of handling visitors who cause a threat
- K23 ways in which the purpose of the service or facility is most effectively met

SFHSS05

Support and control visitors to services and facilities

- whilst allowing visitors appropriate access
- K24 effective methods of monitoring visitor behaviour
- K25 effective means of communicating with a range of visitors with difference interests and needs
- K26 how to offer help to visitors in a way which is not over-bearing or condescending
- K27 how to monitor visitor needs and when to intercept to offer help
- K28 methods of effective communication and how these may promote the behaviour wanted

SFHSS05

Support and control visitors to services and facilities

Additional Information

External Links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 3 Health, Safety and Security

SFHSS05

Support and control visitors to services and facilities

Developed by	Skills for Health
Version number	1
Date approved	June 2010
Indicative review date	June 2012
Validity	Current
Status	Original
Originating organisation	This NOS was originally developed by the Care Sector Consortium as Unit CU4
Original URN	SS05
Relevant occupations	Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services
Suite	Support Services
Key words	Portering, Cleaning, Housekeeping, Laundry, Health Records, Mail, Security