



Policy No: JSD/HS/23	Authorised by: Davina Powell	Review Date: 24th October 2023
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PREMISES ACCESS		

Policy Statement

For SJD Homes to provide a safe and secure environment for its service users, staff, contractors and visitors it is necessary to have in place a robust Premises Access security policy, along with procedures that will enhance security and safety.

The Policy

SJD Homes will take all reasonable measures to maintain the security and safety of all service users, staff, visitors and contractors on SJD Homes' premises. This policy applies to staff, contractors and visitors must comply with the instructions issued below.

All individuals must take responsibility by ensuring that security and safety are maintained via adherence to the principles within this policy and any supporting instructions. Failure to abide by the policy may lead to disciplinary or criminal proceedings being taken against the individual.

Principles

All staff must

- Display the relevant parking permit in the front window of their vehicle while parked on SJD Homes' premises.
- Wear the relevant name identity badges at all times while in the home
- On entering the home sign-in using the appropriate system.
- On leaving the premises take the appropriate action to secure the premises overnight.

Suspicious Behaviour

If staff notice any suspicious behaviour or criminal activity, they must inform their line manager or supervisor. Where appropriate, the line manager will question the individual(s) in a friendly and positive manner. They will either direct a security response to the area as a matter of urgency, or ensure the Police are contacted, if appropriate. If a member of staff comes across a person in the home that they do not recognise they must challenge the person to identify themselves. If they cannot identify themselves they must be asked to leave and the incident reported at once. If the person does not leave the police must be contacted to safeguard the staff and service users.

Visitors

'Visitors' refers to any non-professional colleagues, e.g. relatives, friends, entertainment bookings, community volunteers, ex-employees.

All visitors must

- Report to reception and sign the visitors' book on arrival
- Have a general responsibility to look after SJD Homes' property whilst on site and to give due consideration to security issues
- Follow security procedures designed to protect SJD Homes property, wear their visitor pass (where issued) at all times and surrender the pass on leaving the property
- Follow instructions from any member of staff who is carrying out procedures in an emergency situation. They should acquaint themselves with the home' floor plan and emergency exits
- Respect the privacy of others by keeping their personal information (verbal, written, or any other form) private and confidential. All interactions with service users, staff, or other visitors, must be conducted with respect. SJD Homes has a zero-tolerance attitude to abusive behaviour towards or harassment of staff or colleagues

General

- Visitors will be welcome where the service users initiate the visit
- If the home is experiencing cases of infection, all visitors will be required to practice infection prevention and control measures as advised by management or staff
- All visitors must wash their hands (using alcohol rub provided) upon entering and leaving the premises
- All visitors must wear personal protective equipment as required by health and safety standards
- In the event of an outbreak, visits to the home may be restricted in the interest of health and safety and infection control
- Visitors who are ill (i.e. with cold or flu) should call and speak to the manager before visiting
- Visitors will identify themselves to staff and clarify the reason for the visit.
- Visiting hours are the normal home hours. Evening and weekend visits are also encouraged.
- Children accompanying visitors must be supervised by an adult at all times
- Pets accompanying visitors must be leashed and under control
- All homes operate a non-smoking environment for visitors, and smoking is not permitted either inside or anywhere on the grounds
- Any injury, hazard, or problem, no matter how minor, must be reported to staff and immediately recorded in the accident or incident book
- Visitors are encouraged to share their concerns, comments, complaints and also their compliments with staff and the manager. A copy of the Complaints Policy or comments must be available for them to see
- Visitors who fail to follow these policies may be asked to leave the premises

- SJD Homes are not responsible for any injury a visitor may suffer as result of violating these rules.

Related Policies

Disability Discrimination
Equal Opportunities
Equality and Diversity

Training Statement

All staff will be offered training covering information about staff duties and responsibilities including under the Equality Act 2010, health and safety risk management and the reporting of hazards. All new staff will receive induction training that will include guidance on improving access and procedures wherever possible. In particular, staff will be trained to be more aware and involved with disabled access and to consider how services can be provided for people with a disability.

