



London Ambulance Service **NHS**
NHS Trust

Visitors Policy and Procedure

DOCUMENT PROFILE and CONTROL

Purpose of the document: To ensure that a proper process is in place for managing visitors to the Service.

Sponsor Department: Communications

Author/Reviewer: Assistant Director of Communications. To be reviewed by August 2018.

Document Status: Final

Amendment History			
Date	*Version	Author/Contributor	Amendment Details
05/09/16	1.1	IG Manager	Minor amendments required by PMAG and Document Profile and Control update
20/07/16	0.5	Stakeholder Communications Manager	Amendments to the Implementation Plan
18/07/16	0.4	IG Manager	Document Profile and Control update
24/06/2016	0.3	Stakeholder Communications Manager	Reformat
22/06/2016	0.2	ELT	Minor amends
10/06/2016	0.1	Stakeholder Communications Manager	Minor amends to reflect separate observer policy

***Version Control Note:** All documents in development are indicated by minor versions i.e. 0.1; 0.2 etc. The first version of a document to be approved for release is given major version 1.0. Upon review the first version of a revised document is given the designation 1.1, the second 1.2 etc. until the revised version is approved, whereupon it becomes version 2.0. The system continues in numerical order each time a document is reviewed and approved.

For Approval By:	Date Approved	Version
PMAG	03/08/2016	1.0
Executive Leadership Team	22/06/2016	0.2
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The Pulse (v1.1)	06/09/16	Governance Administrator	G&A
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The RIB	13/09/16	IG Manager	G&A

Equality Analysis completed on	By
24/06/16	Stakeholder Communications Manager
Staffside reviewed on	By

Links to Related documents or references providing additional information		
Ref. No.	Title	Version
TP/014	Procedure for ambulance observers	
TP/039	Policy for External Visits Inspections and Accreditations	

Document Status: This is a controlled record as are the document(s) to which it relates. Whilst all or any part of it may be printed, the electronic version maintained in P&P-File remains the controlled master copy. Any printed copies are not controlled nor substantive.

1. Introduction

The purpose of this policy and procedure is to ensure there is no risk to the safety and security of patients and staff arising from visits to London Ambulance Service by approved or invited visitors such as VIPs, media representatives or other visitors except those outlined in the exclusion set out below. It has been produced in response to the Saville Enquiry in relation to safeguarding. This policy and procedure does not cover observers on ride outs, which is covered in TP/014 – Procedure for Ambulance Observers. Patients would most likely be on our vehicles and at the scene of incidents. It is therefore unlikely that a visitor would come into contact with a patient whilst not on an ambulance vehicle.

This policy and procedure requires that people visiting the Service must be accompanied at all times. One-off or very short-term approved official visitors (not staff) are accompanied throughout their visit to the Trust where there is a possibility of contact with children or vulnerable adults.

Where approved official visitors who are in the Trust on repeated occasions, such as documentary film crews, observers or external consultants, and they are likely to be unaccompanied, they must be appropriately checked and authorised. Checking would involve ensuring that the person/s are who they claim to be and that the organisation they are representing is legitimate and it is beneficial for the Trust to take part in the visit. In circumstances where it may be likely that the visitors would come into contact with children or vulnerable adults then additional checks such as the Disclosure and Barring Scheme (DBS) may be appropriate. Authorisation for the visit/s should come from the director of the area involved.

All visits by media, VIPs or celebrities are to involve the communications team because of the high profile they can attract. Any requests for celebrity or VIP visits must be referred to the Communications team and must be approved by or organised by the communications team. Visit supervision may be delegated to local teams if appropriate. Other visits such as by high profile partners can be arranged by the Chief Executive's office, but the communications team must be kept informed.

If a visit occurs outside normal working hours and especially at weekends the local senior staff member should inform the communications team of the arrangements for the visit.

Other policies may have to be referred to in conjunction with this policy and procedure: Policy for External Visits Inspections and Accreditations and the Procedure for Ambulance Observers. A flow chart in Appendix 1 explains this.

2. Scope

The purpose of this policy and procedure is to ensure there is no risk to the safety and security of patients and staff arising from visits to the Trust by approved or invited visitors such as VIPs, celebrities or media representatives.

All visits to the Trust by approved, official visitors must be organised and managed in accordance with this policy and procedure.

This policy and procedure covers the following visitors:

- Political visitors (MPs, ministers, elected representatives)
- Celebrities
- Media
- Volunteers / fundraisers
- Students
- Work experience students
- All other visitors except those outlined below

This policy and procedure does not cover:

- Suppliers
- Tradespeople
- Inspectors such as CQC
- Visitors from partner organisations, such as other 999 Services or NHS Trusts.
- Students of clinical placements

The Trust arranges visits by VIPs, celebrities and other stakeholders from time to time and provides access for media crews. The Trust aims to support and accommodate such visits wherever possible; however, we recognise our responsibility to protect the safety and security as well as the privacy and dignity of patients, families and staff. We also recognise the need to ensure any such visits do not have a detrimental effect on our clinical care. Therefore, the Trust will take practical measures to ensure robust arrangements are in place to organise and manage external visits safely and minimise disruption.

This policy and procedure recognises that many 'approved' visits are organised as 'one-off' events so that standard safeguarding arrangements such as DBS checks will not be appropriate. However, these visitors must not be left unattended with vulnerable members of the public. This policy and procedure also covers circumstances where certain groups or individuals have long term or ongoing relationships with the Trust, such as documentary film crews or external consultants.

3. Objectives

- Ensure there is no risk to the safety and security of patients and staff arising from visits to the Trust by approved or invited visitors such as VIPs, celebrities or media representatives;
- Ensure staff and visitors are aware of their responsibilities;
- Ensure systems are in place to effectively manage risks and to ensure that any issues arising are feedback and learnt from;
- Ensure the Trust meets its safeguarding responsibilities.

4. Responsibilities

Director of Communications

- Responsible for liaising with the Chief Executive's office, ELT and other colleagues as appropriate, to develop and maintain this policy and procedure.

- Is responsible communicating through corporate channels that staff must notify the communications team of any visits covered by this policy and procedure.
- Ensures all media and celebrity / VIP visits are handled effectively and responsibly
- Provides briefing to Executive team or lead director and other internal and external stakeholders, as appropriate, on media activity and celebrity /VIP visits and their potential impact
- Alerts Executive Team to all media and VIP / celebrity visitors to the hospital
- Monitors the implementation of this policy and procedure.
- Will ensure, where appropriate, that high-profile visitors have been briefed regarding the expectations regarding their behavior and conduct whilst on Trust premises.

Directors/ADOs /DDOs/ and other managers

- Inform the communications team about any media, VIP or celebrity requests to visit London Ambulance Service
- Support the communications team in organising visits to their specific areas
- Host approved one-off or short-term visitors where appropriate
- Ensure local staff check the authorisation and credentials of long-term approved visitors such as documentary media crews
- Report any risks or incidents involving visits to the relevant team
- Ensure all staff adhere to this policy and procedure
- Ensure the wellbeing, safety and best interests of staff during visits

Reception/ Security at HQ

- Reception/ security should be informed of all visitors to London Ambulance Service
- Name badges for visitors will be supplied by reception/ security
- Security will be asked, to carry out risk assessments and liaise with local police or Royal Protection Officers during royal visits. Assessment will determine the appropriate level of additional resources or control measures, if required. risk assessment should include the likelihood of uninvited photographers , followers or fans potentially attracted by the presence of a VIP visitor

Ambulance Stations

- Visitors should report to the station in question and ask for the named member of staff leading the visit. This member of staff should ensure that the visitors sign in and are accompanied at all times if likely to come into contact with children or vulnerable adults.

All staff

- Must act in accordance with this policy and procedure and support visits to their areas by representing London Ambulance Service appropriately and by checking for identification/authorisation where necessary.

Volunteers/ temporary workers

- Must have appropriate checks and authorisation to work in any area of London Ambulance Service. They must carry and display Trust identification badges at all times.

Executive Leadership Team

- Will receive reports on all official visits from the Director of Communications.

5. Process for arranging a high-profile visit

Staff contacted directly about visits must make the communications team aware of any proposed VIP, celebrity or media visits in advance. This applies to all areas of the Trust, HQ and ambulance stations.

In advance of any VIP, celebrity or media visit the communications team will liaise with the relevant areas within the Trust to ensure that it is appropriate to visit those areas on the proposed dates.

Disclosure and Barring (DBS) should be obtained for any visitor who will be visiting the Trust on a regular/ long-term basis, which has been negotiated with the communications team, and could be left unsupervised for periods with either children or vulnerable adults. The recruitment department can provide the correct paperwork to do this and HR should record all information on Trust records.

For celebrity visits, the communications team will work with the relevant team/s to ensure that the visit is appropriate, relevant and benefits London Ambulance Service.

The Communications team will inform the Chief Executive's office and any relevant member/s of the Executive Team. Reception/ security / ambulance stations will be informed of the names of all visitors.

As soon as possible after any VIP, celebrity or media visit is proposed there should be a discussion with the communications team to ensure that there are no risks attached to the visit, or any reasons why the visit should not happen.

5.1. Arrival of visitors at trust premises

Upon arrival at Trust premises any approved official visitor will be met by an appropriate member of staff. Approved visitors should be met at the main reception area or agreed location and then escorted to the pre-arranged areas where the visit will take place.

If a visitor has had a DBS check and produces this on the day of the visit then this should be checked and recorded. If a visitor needed to have a DBS check due to the nature of the visit and failed, then this should be dealt with on a case by case basis, but alternatives would be amending the programme for the visit, or if necessary, cancellation. If a VIP, celebrity or media representative arrives at any London Ambulance premises without any prior notice the communications team must be

notified immediately. This includes out-of-hours, using the on call system. If the visitor is at HQ then they should be held in reception until a member of the communications team arrives. If the visitor is at an ambulance station then a suitable manager should speak with a member of the communications team. The communications team can then, if appropriate rearrange the visit at a mutually convenient time. This will ensure all guests of London Ambulance Service are treated equitably and have a consistent experience.

5.2. During Visits

A London Ambulance Service representative, or local manager or senior member of staff, should remain with the approved visitor throughout the visit until they are escorted from the building. If it is necessary for another representative to take over, this fact must be logged as part of the formal record of the visit. Where approved visitors have undergone appropriate checks and have been authorised they may be unaccompanied.

5.3. Register of visitors

A central register of visitors will be maintained by security or the visitor will sign in at the relevant location.

5.4. Staff behaviour

Staff are reminded that as employees they are representatives of the Trust 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.

Approved official visitors should always be greeted appropriately by staff and treated respectfully throughout their visit. Staff should not approach VIP, celebrity or media visitors unless it has been prearranged with the communications team.

Any staff meeting with the media will be supported by a member of the communications team.

IMPLEMENTATION PLAN				
Intended Audience	For all LAS staff			
Dissemination	Available to all staff on the Trust Intranet			
Communications	Procedure to be announced in the RIB with a link provided to the document			
Training	N/A			
Monitoring:				
Aspect to be monitored	Frequency of monitoring AND Tool used	Individual/ team responsible for carrying out monitoring AND Committee/ group where results are reported	Committee/ group responsible for monitoring outcomes/ recommendations	How learning will take place
Safety and security of patients and staff	To be monitored following each visit	All teams/ individuals accompanying visitors must report any incidents To be reported to Angie Patton, Assistant Director of Communications and Alan Taylor, Head of Safeguarding	Policy monitoring and approval group RCAG	Action plans will be developed to prevent reoccurrence of incidents and to monitor positive steps. The policy and procedure will be reviewed accordingly.
Process for organising high profile visits	To be monitored following each visit	All teams/ individuals accompanying visitors must report any incidents To be reported to Angie Patton, Assistant Director of Communications	Policy monitoring and approval group RCAG	Action plans will be developed to prevent reoccurrence of incidents and to monitor positive steps. The policy and procedure will be reviewed accordingly.

Appendix 1 - Flow Chart describing when to use each related policy (some visits may require reference to more than one of the documents)

