



Home Visiting Policy 3:5

At Clarendon Children's Centre our aim is make home visiting a positive and worthwhile experience for both the families and the centre staff. In order to protect both parties involved we will:

Prior to Home Visiting:

- Obtain as much information as possible about families and the location to be visited .When being referred from other agencies respect the families' confidentiality and do not share information with other agencies unless for the safeguarding of children or need to know basis with parental permission.
- Wear ID badges at all times with a picture of identification.
- If you unable to keep the appointment at the agreed time let the family know.
- Be aware of our own behaviour and the part that it may play in both triggering and preventing aggression in others.
- If possible, schedule visits to vulnerable areas for particular times of the day, such as morning when parents are around taking children to school, and during daylight hours.
- Dress appropriately for the area or family to be visited. Do not wear expensive looking jewellery. Wear shoes and clothes that do not hinder movement or your ability to run away in an emergency.

- Give families information about the Outreach Role and planned appointment so that they know what to expect.
- Be aware of our own safety at all times whilst travelling and at contact locations. Continually re-assess the risks and do not enter any location where you do not feel safe.
- Carry out a Health and Safety risk assessment, which should be regularly reviewed and ensure that all staff are satisfied with the safety measures that are in place.
- Ensure regular meetings are held to discuss and evaluate work practices.
- Ensure that staffs are aware of their own safety and understand that they should leave a situation in which they do not feel safe.
- Maintain links with other health care teams and other agencies such as health visitors without breaking confidentiality.
- Outreach Workers to receive Surrey County Councils recommended mandatory training prior to home visiting and part of this training should include shadowing and experienced member of staff until they are fully trained.
- Information given to staff during a Home Visit is used appropriately and remains confidential. All information is shared in conjunction with Children's Centre Information Sharing Policy and Surrey County Councils MAIS (Multi Agency Information Sharing) policy.
- If you are uneasy about making the visit, ask your line manager for extra support, e.g. go with a colleague, arrange for someone to call you at a set time.
- If you drive, ensure that your vehicle has sufficient petrol and is well maintained and that you are covered by appropriate insurance.
- All staff to be made aware of the emergency password code and the police are to be called immediately directing them to the person's address.
- All outreach visit's are by appointment only and they must be recorded in the Children's Centre diary and outreach person diary at all times.
- If the outreach person is not returning to the office after their visit they must contact a member of Children's Centre staff to report the visit has ended.

- After an outreach visit the outcome must be written up in a clear and precise manner which is easily understood by a third party.

When travelling or using public transport

- As far as possible, allow yourself adequate time for the journey so that you are not rushing.
- Keep aware of the nearest place of safety, such as local shops.

When arriving at a family's home:

- Assess the situation on approach and be prepared to abandon or postpone the visit if in doubt of your own safety.
- Stand well clear of the doorway after ringing or knocking the front door observing personal safety training.
- If you do not actually make contact, make sure you leave a contact slip name and time of visit.
- Do not enter a location if you feel uneasy about your safety, make an excuse not to go in if the person answering the door gives you any cause for concern, e.g. you have your colleague waiting for you in the car.
- When entering the building, follow the occupants rather than going in first.
- Remain aware of the behaviour of all persons in the house, looking for any signs or signals that may indicate a potential problem.
- Treat parents / carers courteously, remembering that you are a guest in their home. Have a non-judgmental approach, showing sensitivity and give value to each family's culture and circumstances.
- Be aware of professional boundaries to the relationship with the family.
- Refer to the policies and procedures regarding confidentiality and safeguarding.

- Be aware of time and the family commitments when on visits and arranging further visits.
- When there is an apparently aggressive animal in the house, the householder should be requested to place the animal in a separate room. If in doubt, do not enter the household. Re-arrange for the family to visit the centre or a mutually convenient safe place.
- If the member of staff is uncomfortable around any animal, be it aggressive or not they should ask for the animal to be placed in another room during the visit.

When visits are completed

- Ensure that everyone is satisfied with the interaction that has occurred and make sure that everyone knows what should happen next. Make sure that you undertake all that has been agreed.
- Always return to base or phone in at the time you are expected. If your plans change, or you get delayed, phone in and let the team know.
- If the outreach person is not returning to the office after their visit they must contact a member of Children's Centre staff to report the visit has ended.
- Any incidents must be reported to the Children's Centre Manager and logged in the Children's Centre incident book which will be reviewed regularly.

Training

- Employees will have access to any relevant training courses.
- All Sure Start Children Centre teams will have a responsibility to consider the home visiting policy on a regular basis at team meetings.

Emergency procedures while incidents are happening:

- Put your own safety first. Leave a situation if you feel unsafe. Professional codes of conduct do not require you to jeopardize your own safety. It is better to find an alternative way of providing support to the family.
- If you are sure the aggression is not directed towards you personally and the person simply needs to 'let off steam' at someone about their situation, allow the

person to have their say. Calm them down and then try to discuss the situation and help them to think of ways to deal with the problem.

- Do not use control and restraint techniques. The use of any force by staff could be interpreted as an assault.
- Call for assistance from the Police or from the Children's Centre team.
- This policy should be read in conjunction with Clarendon Children's Centre alone working policy.

A Sure Start Children's Centre

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