

**HPFT**

# Managing Official, VIP or Celebrity Visits to HPFT Premises and unofficial visits to service users (family and friends)

HPFT Organisational Wide Procedure

Version	1.2
Executive Lead	Executive Director of Quality & Safety
Lead Author	Consultant Nurse Safeguarding Children
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Approved By	Safeguarding Strategy Group
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Ratified By	Safeguarding Strategy Committee
Issue Date	28/06/2021
Expiry Date	13 <sup>th</sup> September 2022
Target Audience	All staff must abide by this policy, if arranging or facilitating a visitor, on NHS premises

## Document on a page

Document on a Page			
<b>Title of document</b>	<b>Managing Official, VIP or Celebrity Visits to HPFT Premises</b>		
<b>Document Type</b>	Organisational Wide Procedure		
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V1.1	19 <sup>th</sup> August 2020	13 <sup>th</sup> September 2022	Interim Consultant Nurse Safeguarding Children
V1.2	28 <sup>th</sup> June 2021	13 <sup>th</sup> September 2022	Consultant Nurse Safeguarding Children
<b>Staff need to know about this policy because (complete in 50 words)</b>	The Lampard & Marsden Report (2015) reviewed the Savile investigations & summarised the lessons learnt & made fourteen recommendations based on the emerging themes. Nine of the fourteen recommendations were for NHS Provider Trusts, the first of which is for all NHS Trusts to have a policy managing visits by official, VIP or celebrities		
<b>Staff are encouraged to read the whole policy but I (the Author) have chosen three key messages from the document to share:</b>	<p>In the majority of cases, VIP visits will take place in the company of senior Trust staff and will be very public – for example, opening ceremonies and media events. No extra precautions are necessary here, however, VIPs should not be allowed privileged or unsupervised access to service users.</p> <p>Any indication that a visiting VIP should want to develop an on-going relationship with a particular service or particular service user, should be referred immediately to the service manager and safeguarding team.</p> <p>Any allegations of abuse made by a service user, against the visiting VIP, must be taken seriously and reported immediately, following HPFT Safeguarding Children &amp;/ or Adult Policy</p> <p>If a VIP wishes to participate in ongoing voluntary work in the Trust, please refer to the HPFT Recruitment &amp; Management of Volunteers Policy</p>		
<b>Summary of significant changes from previous version are:</b>	Changes have been made to the wording in sections 8 and 10, regarding the role of the Head of Corporate Affairs & Company Secretary		

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## **1. Introduction**

This document aims to minimise risk to the safety and security of service users, their families and carers and staff arising from visits to the Trust, by approved or invited visitors such as officials, Very Important People (VIPs) and celebrities.

**For the purposes of this policy, all officials, VIPs and celebrities, will hereafter be referred to as VIPs.**

## **2. Background Information**

The Lampard & Marsden (2015) report was commissioned by the Secretary of State for Health in 2012, to ensure independent oversight of all NHS investigations into the allegations of sexual offences perpetrated by Jimmy Savile, on NHS premises. Savile had close associations with three NHS Trusts and used his fame, celebrity status and profile as a volunteer and fundraiser, to gain unprecedented access, power and influence in these NHS hospitals. He used the opportunities that access, power and influence afforded him, to commit sexual offences on a grand scale. Some of the features of this case, have implications and relevance for the NHS today. The report made fourteen recommendations, nine of which are pertinent to all NHS Trust providers. The first of which, is that all NHS provider Trusts have a robust policy for managing visits to NHS premises, of all officials, VIPs and celebrities.

## **3. Policy Review- COVID-19 Impact Assessment**

This policy has been reviewed in light of changes in practice due to the COVID-19 pandemic. The impact assessment highlights that this policy **must be** read in conjunction with the 'Visitor Guidance during COVID-19' & 'COVID Workplace Risk Assessment' policies, which have been written to reflect the national guidance from NHS England & NHS Improvements.

Visiting is now at the discretion of HPFT staff. The health, safety and wellbeing of our service users, communities, individuals and teams remain our absolute priority. During the current pandemic, visit requests received from VIPs must only take place if it is deemed absolutely essential. Visits would be arranged following the usual processes, but a COVID-19 workplace risk assessment must also take place.

Risk assessments should include, planning visits in advance, having a process for visitors to be signed in on arrival & minimise their waiting time, access to hand washing/ hand sanitisers & cleaning regimes of hard surfaces in rooms used to facilitate visits.

All visitors to HPFT premises should wear a face covering to prevent the spread of infection from the wearer, wash/ sanitise their hands, maintain 2m social distancing & only access the permitted areas of the site. VIPs must not be left unattended on our premises & must adhere with our infection prevention and control practices, irrespective of their perceived status.

## **4. Definitions**

### **Officials**

A person holding a public office or having official duties as a representative of an organisation or government body, including Members of Parliament, elected representatives, local representatives such as councillors and majors, overseas dignitaries and members of the Royal Family.

## **VIP – Very Important person**

Important or influential stakeholders, including officials, celebrities and a representative from corporate businesses

## **Celebrity**

Famous/high profile figures who may be well known to the public and therefore to service users and their families/carers; this also includes costumed characters as these would be well known to children and young people.

## **Volunteers / Fundraisers**

People who are working in the Trust on a paid or voluntary basis to support the business of the Trust or to generate financial support or present funds raised, for the benefit of service users, staff or the Trust.

## **5. Summary**

The procedure sets out a standard approach to the management of VIP visitors on one-off, short or more extended visits, including how requests are processed and organised, and how these visitors are handled whilst on site.

If a VIP wishes to participate on ongoing voluntary work in the Trust, please refer to the HPFT Recruitment & Management of Volunteers Policy

## **6. Objectives**

The Trust arranges visits by VIPs and provides access to a range of its services. VIP visits play a significant role in promoting our services, enhancing service users' experience and motivating staff. Positive media coverage is important in building and maintaining public confidence in the Trust and in the NHS.

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 service users, carers/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 document recognises that many 'approved' visits are organised as 'one-off' events so that standard safeguarding arrangements, such as DBS checks, may not be appropriate.

## **7. Scope**

This policy applies to all Trust staff, across all services and teams, who may be involved in organising or facilitating a visit by a VIP, to any of the Trust's services.

## **8. Duties and Responsibilities**

### **Executive Director of Quality & Safety**

The Executive Director for Quality & Safety is responsible for the service user, staff and visitor safety, in relation to VIP visits

### **Consultant Nurse for Safeguarding Children**

Consultant Nurse Safeguarding Children is responsible for:

- The review and maintenance of this policy
- Ensuring any allegations of abuse made against a visiting VIP, is referred to the relevant children's services/ investigating team in a timely manner. This includes allegations made by a child or adult service user within the Trust. Please refer to the HPFT Safeguarding Children Policy or the HPFT Safeguarding Adults Policy for definitions of abuse
- Ensuring any allegations of abuse made by a service user, against a visiting VIP, is reported on the Trust Datix, incident reporting system
- Ensuring any allegations of abuse made by a service user, against a visiting VIP, is reported to the Police or Local Authority Designated Officer (LADO) in a timely manner, if appropriate
- Ensuring any allegations of abuse made by a service user, against a visiting VIP, is reported to the Executive Director for Quality & Safety & the Designated Nurse for Safeguarding Children/ Adults within the Clinical Commissioning Groups (CCG)
- Ensuring any allegations of abuse made by a service user, against a visiting VIP, is considered for referral to the Safeguarding Child Practice Review Panel (previously known as the Serious Case Review Panel) or the Safeguarding Adult Review Panel

### **Executive Director of Workforce & Organisational Development**

The Executive Director of Workforce and Organisation Development is responsible for the arrangement and monitoring of VIP visits.

### **Deputy Director for Communications and Marketing**

The Deputy Director for Communications and Marketing is responsible for:

- Delegated responsibility for arrangement and monitoring of all observers/visitors to the Trust
- Recording requests for VIP visits and seeking approval by an Executive Director
- Ensuring that a register of all VIP visits is maintained
- Liaising with service / unit / team being visited, to request the current COVID workplace risk assessment, identify any risks and mitigate any possible issues around privacy, dignity, safeguarding and confidentiality.
- Ensuring that VIP visitors are supervised appropriately at all times whilst on Trust premises. This means ensuring that official VIP visitors are not left unsupervised with service users and a risk assessment is undertaken for unofficial VIP visitors who are visiting family and friends
- Ensuring all VIP visitors are informed in advance of the HPFT Infection, Prevention & Control policies & procedures & that they must adhere to these procedures whilst on HPFT premises. This includes sanitising their hands, wearing a face covering, maintaining a 2 metre distance & only accessing designated parts of a building
- Ensuring all VIP visitors are informed in advance of the HPFT Confidentiality Policy
- Providing briefings to the Trust Board and Executive team on media activity and celebrity / VIP visits and their potential impact

### **SBU Managing Directors / Service Line Leads**

- Ensuring an up to date COVID workplace risk assessment has been completed for the service(s) the VIP will visit
- Liaising with the Infection, Prevention & Control team for any exceptional requests or queries
- Ensuring VIP visitors are appropriately supervised at all times, whilst within their area of responsibility

## **All Staff**

All staff are responsible for:

- Being aware of VIP visitors in their service area
- Maintaining the dignity, privacy & safety of service user's throughout the VIP visit
- Immediately reporting VIPs to their line manager who are not complying with Infection, Prevention & Control procedures
- Immediately reporting VIPs to their line manager who are unsupervised VIPs to their line manager/ service area manager
- Immediately reporting any allegations of abuse made by a service user, against a visiting VIP, following HPFT Safeguarding Children & Adult Policies

## **9. Who may undertake a VIP visit to HPFT services?**

This procedure covers visits to service areas by:

- Non-executives – such as Trust governors, Board members
- VIPs including celebrities, local representatives, dignitaries such as councillors, MPs and mayors
- Volunteers

## **10. Arranging the visits**

- Non-executives should arrange their visits by contacting the Head of Corporate Affairs and Company Secretary- in light of the COVID-19 pandemic, only essential visits should be considered
- Visits by VIPs, should be arranged via the Deputy Director for Communications and Marketing, this may require a discussion with the CEO and Executive Team to ensure the person or invitation to this person is appropriate. The invitation would need to inform the VIP of the need to comply with the HPFT Infection, Prevention & Control policies & procedures during the visit. This includes sanitising their hands, wearing a face covering, maintaining a 2 metre distance & only accessing designated parts of a building
- Once a visit has been agreed then the Head of Corporate Affairs and Company Secretary or Deputy Director for Communications and Marketing would need to liaise with the service / unit / team being visited, The number of locations visited must be kept to an absolute minimum, to reduce the risk of transmitting COVID-19
- The Head of Corporate Affairs and Company Secretary or Deputy Director for Communications and Marketing would need to liaise with the service / unit / team to identify any risks and mitigate any possible issues around privacy, dignity, safeguarding and confidentiality. This is to ensure that the VIP / Non Executive does not compromise service user care, unduly inconvenience staff or service users or breach confidentiality, this may involve identifying service users who will be involved in the visit and gaining their consent to be involved. This includes requesting a copy of the COVID workplace risk assessment.
- The Head of Corporate Affairs and Company Secretary or Deputy Director for Communications and Marketing must ensure visitors are briefed about the Trust's confidentiality & infection prevention & control standards.
- Anyone expressing an interest in volunteering should follow the process as identified in the HPFT Recruitment and Management of Volunteers Policy.

The service line lead, their deputy, matron and team leader should be informed of any visits planned by the Head of Corporate Affairs and Company Secretary or Deputy Director for Communications and Marketing to ensure:

- They are aware of the purpose for the visit.
- They are aware of the date and time of the visit.
- They are aware of the number of people expected during the visit
- They can consider the impact of the visit i.e. not too intrusive or during 'protected time' etc.
- The COVID workplace risk assessment has been updated
- To ensure the VIP adheres to the infection prevention & control procedures throughout the visit, to reduce the risk of transmission of COVID-19 to service users, staff, other visitors or the VIP

## **11. COVID Workplace Risk Assessment**

All inpatient units should consider the practicalities around facilitating a visit from a VIP, in their COVID workplace risk assessment. This should include:

- Assessment of the risks
- Physical distancing at work

- Managing your customers, visitors and contractors
- Cleaning the workplace
- Infection Prevention and Control (IPC), Personal protective equipment (PPE), face coverings and clothing
- Workforce management

Please refer to [The Hive - COVID Workplace Risk Assessment Guidance & Matrix V1](#) & [The Hive - Visitor Guidance COVID19 V3](#)

**Assessment of the risks-** Consider the COVID risks associated with the VIP:

- Is the visit essential?
- Could the visit take place using Microsoft Teams or other suitable online platform? Does it need to be a physical visit?
- COVID risk assessment- does the VIP have any pre-existing health conditions?

**Physical distancing at work-** Consider physical distancing in the plans for the visit & route from reception to the visiting room:

- Are there one way routes through the building, are these well signposted?
- Use physical distancing tape or pictures
- Put up posters and communicate: 'Don't stand too close'

**Managing your customers, visitors and contractors-**

• Restrict access between different areas of a building or site where possible  
Maintaining a record of all visitors (this is done by the Deputy Director for Communications and Marketing)

- Revising visitor arrangements to ensure social distancing and hygiene, e.g. avoid multiple visitors using same pen and sign-in book, without option of cleaning in between use
- Consider asking visitors arriving at the work place to complete a health questionnaire detailing if they have any symptoms of COVID-19.
- Visitors should be contacted within 12 hours of their appointment to ascertain whether they are symptomatic. If they are then the individual should not attend the building.
- Ensure that visitors who become symptomatic of COVID-19 during a visit, are able to go to an identified isolation area, if they require medical attention.
- Ensure that visitors who become symptomatic of COVID-19 during a visit, but are well enough to go home do so immediately and that they begin isolation. Ensure the testing process is initiated, as appropriate.
- Where possible minimise the waiting time for visitor's, consider asking them to wait outside or in their vehicle, if the commencement of the visit will be delayed
- If they need to wait in a waiting room, advise them to keep a 2 metre distance from other people
- Consider the toilet facilities available for the visitors and how they will access them

**Cleaning the workplace-**

- Maintaining standard health care hygiene and safety standards as set by the organisation

- De-cluttering and removing non-essential furnishings and items to assist decontamination.
- Arranging and clearly marking furniture to ensure 2 metre social distancing of occupants
- Maximum safe occupancy should be clearly marked on the door.
- Ensure a regime is in place for regular cleaning of common touchpoints, doors, buttons, handles, vehicle cabs, tools and equipment
- Make cleaning materials available in the workplace

### **Infection Prevention and Control (IPC), Personal protective equipment (PPE), face coverings and clothing-**

- Visitors should be informed in advance of the visit the requirements necessary to maintain good infection, prevention & control
- Hand sanitiser & face masks should be available at all entrances to HPFT premises
- Signage should be available to encourage all visitors to sanitise their hands and wear a face covering
- Staff should role model good use of hand sanitising & use of face coverings
- Waste bins in clinical areas should be touch-free

### **Workforce management-**

- All staff involved in welcoming, supervising or facilitating visits must ensure good role-modelling of hand sanitising and wearing a face covering
- Staff must ensure the visitor adheres to infection, prevention & control procedures, while on HPFT premises
- Staff must ensure adequate stocks of hand sanitiser & face masks are available for visitors

### **12. During the Visit**

- It should be considered whether the VIP needs to sign in or complete a COVID health questionnaire, before the visit commences
- Staff must ensure that they check identification / authorisation where appropriate and act professionally at all times.
- Visitors should not be left unaccompanied on Trust premises at any time
- Staff should continue in their roles as usual, while supporting the management of the visit where appropriate
- The visitor must adhere to infection control procedures i.e. hand washing, wearing a face covering, maintaining a 2 metre social distance from service users & staff & by only accessing permitted areas of the site
- Consent must be gained for any photography undertaken.
- Any concerns raised during the visitor's time within the Trust must be reported immediately to a senior manager (Service Line Lead or above)
- All incidents involving visitors must be reported via Datix

### **13. Officials, VIPs and Celebrities**

In the majority of cases, such visits will take place in the company of senior Trust staff and will be very public – for example, opening ceremonies and media events. However, VIPs, should not be allowed privileged access to service users & must adhere to the Infection, Prevention & Control procedures

If there is any indication that a visiting VIP should want to develop an on-going relationship with a particular service or particular service users, this should be referred immediately to the service manager.

**Any allegations of abuse made by a service user, against the visiting VIP, must be taken seriously and reported immediately following HPFT Safeguarding Children &/ or Adult Policy.**

**14. Volunteers**

If a VIP wishes to become a volunteer, managers should treat this situation in the same way as any other volunteering opportunity. They will on no account, give preferential treatment to such requests for involvement, simply because of the status of the person concerned. Before any such arrangement can begin, they will explain the necessity of a DBS check, as for any volunteer and they must adhere to the HPFT Recruitment & Management of Volunteers Policy.

As with others who may be interested in volunteering, VIPs will not be allowed to use visits, to meet service users privately.

**15. Sources of Additional Support/Advice Regarding the Visit**

If managers have any doubts about what to do, they should seek advice from:

- The Head of Corporate Affairs and Company Secretary or Deputy Director for Communications and Marketing (who arranged the visit)
- The Safeguarding Team (regarding allegations of abuse)
- The Infection Prevention & Control Team (regarding infection control policy & procedures)
- The Inclusion and Engagement Team (regarding volunteering)

**16. After the visit**

Non-executives will provide feedback on their visit - highlighting both areas of good practice and any development issues – to the Head of Corporate Affairs and Company Secretary.

A thank you letter will be drafted to the VIP for the visit by the Deputy Director for Communications and Marketing.

**17. Training**

Staff are required to have an awareness of this policy. This will be cascaded through SBU Quality & Risk meetings and local practice governance forums.

**18. Process for monitoring compliance with this document**

Key process for which compliance or effectiveness is being monitored	Monitoring method (i.e. audit, report, on-going committee review, survey etc.)	Job title and department of person responsible for leading the monitoring	Frequency of the monitoring activity	Monitoring Committee responsible for receiving the monitoring report/audit results etc.	Committee responsible for ensuring that action plans are completed
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Recording of all VIP visits to HPFT	Central Audit log	Deputy Director for Communications and Marketing	Quarterly	Safeguarding Strategy Committee	Safeguarding Strategy Committee
Recording of all Non Exec visits to HPFT	Central Audit log	Head of Corporate Affairs and Company Secretary	Quarterly	Safeguarding Strategy Committee	Safeguarding Strategy Committee
Recording of all incidents involving visitors on HPFT premises	Datix	Service Line Leaders/ Team managers	Monthly	SBU Quality & Risk Meetings	SBU Quality & Risk Meetings
Recording of all safeguarding incidents, involving visitors on HPFT premises	Datix Report	Consultant Safeguarding Nurse/ Named Nurse for Safeguarding Children	Quarterly	Safeguarding Strategy Group	Safeguarding Strategy Group

### Part 3 – Document Control & Standards Information

#### 17. Version Control

Version control for the Procedural Document Management System

Version	Date of Issue	Author	Status	Comment
1	13.09.2019	Specialist Safeguarding Nurse	Current	First Edition of the Policy
V1.2	28.06.2021	13.09.2022	Interim Consultant Nurse Safeguarding Children	Updated to reflect COVID-19 Impact Assessment

#### 18. Relevant Standards

None

## 19. Associated Documents

HPFT Visitor Guidance during COVID-19 Policy  
HPFT COVID Workplace Risk Assessments Policy  
HPFT Recruitment & Management of Volunteers Policy  
HPFT Safeguarding Children Policy  
HPFT Safeguarding Adults Policy  
HPFT Recruitment & Selection Policy  
HPFT Disclosure and Barring Service Checks and Referrals & Recruitment of Ex-Offenders Policy

## 20. Supporting References

Lampard & Marsden (2015) *Themes and Lessons Learnt from NHS Investigations into Matters Relating to Jimmy Savile*. [Jimmy Savile NHS investigations: lessons learned - GOV.UK](#) HM Government

## 21. Consultation

The Consultation section of the Policy Management System advises on the types of people to invite to express their views and give constructive suggestions to improve the draft policy being worked on.

In the case of the Managing Official, VIP or Celebrity Visits to HPFT Premises, the following have been consulted so far.

<b>Job Title of person consulted</b>
Safeguarding Strategy Group Members
Head of Corporate Affairs and Company Secretary
Deputy Director for Communications and Marketing
Director of Workforce and OD

	<i>we are...</i>	<i>you feel...</i>
<b>Our Values</b>	<b>Welcoming</b>	✔ Valued as an individual
	<b>Kind</b>	✔ Cared for
	<b>Positive</b>	✔ Supported and included
	<b>Respectful</b>	✔ Listened to and heard
	<b>Professional</b>	✔ Safe and confident

**Our  values**  
 Welcoming Kind Positive Respectful Professional