

## Managing Official, VIP, Celebrity or Volunteer's Visits to HPFT Service Users and Trust Premises

### HPFT Organisational Wide Procedure

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Executive Lead	Executive Director of Quality & Safety
Lead Author	Consultant Nurse Safeguarding Children
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Ratified By	QRMC
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Expiry Date	6 <sup>th</sup> September 2022
Target Audience	All staff must abide by this policy, if arranging or facilitating a VIP visitor, on NHS premises

## Document on a page

Document on a Page			
<b>Title of document</b>	<b>Managing Official, VIP, Celebrity or Volunteer's Visits to HPFT Service Users and Trust Premises</b>		
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V2	6th September 2022	6th September 2025	Consultant Nurse Safeguarding Children
V2.1	16th September 2022	6th September 2025	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, 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 Safeguarding 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>	<p>Changed title of Policy from '<i>Managing Official, VIP or Celebrity Visits to HPFT Premises and unofficial visits to service users (family and friends)</i>' to '<i>Managing Official, VIP, Celebrity or Volunteer's Visits to HPFT Service Users and Trust Premises</i>'</p> <p>Update to section 3 on the COVID Impact Assessments</p>		

	<p>Update to section 8- adding responsibilities for the Professional Lead Social Care &amp; Safeguarding Adults &amp; informing the Head of Social Care &amp; Safeguarding of allegations made by service users against visiting VIPs. Added reporting to Disclosure &amp; Barring Service (DBS) as required</p> <p>Update to section 11- removed all the detail about covid workplace risk assessments and instead signpost to the current policies on the Hive</p> <p>Added section 17- VIPs as Service Users</p>
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## **PART 1 – Preliminary Issues:**

### **1. Introduction**

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

### **2. Background Information**

- 2.1 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.
- 2.2 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.
- 2.3 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**

- 3.1 This policy was 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.

### **4. Definitions**

#### **4.1 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 mayors, overseas dignitaries and members of the Royal Family.

#### **4.2 VIP – Very Important person**

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

#### **4.3 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.

#### **4.4 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**

5.1 This 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.

5.2 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**

6.1 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 user experience and motivating staff. Positive media coverage is important in building and maintaining public confidence in the Trust and in the NHS.

6.2 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.

6.3 Therefore, the Trust will take practical measures to ensure robust arrangements are in place to organise and manage external visits safely and minimise disruption.

6.4 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**

7.1 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**

#### **8.1 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.

#### **8.2 Consultant Nurse for Safeguarding Children/ Professional Lead for Social Work & Safeguarding Adults**

Are 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/ adult 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, Local Authority Designated Officer (LADO) and Disclosure & Barring Service as required
- Ensuring any allegations of abuse made by a service user, against a visiting VIP, is reported to the Executive Director for Quality & Safety, Head of Social Care & Safeguarding & 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 or the Safeguarding Adult Review Panel

### **8.3 Executive Director of People and Organisational Development**

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

### **8.4 Deputy Director of Communications**

The Deputy Director of Communications 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.
- 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

### **8.5 The Head of Corporate Affairs and Company Secretary**

The Head of Corporate Affairs and Company Secretary is responsible for:

- Arranging visits by VIPs

- Consider the impact of the COVID-19 pandemic & Infection Prevention & Control Standards before arranging visits by VIPS
- When a visit has been agreed, liaise with the service areas to be visited to identify any risks and mitigate any possible issues around privacy, dignity, safeguarding and confidentiality
- Ensuring visitors are briefed about the Trust's confidentiality & Infection Prevention & Control standards

## **8.6 SBU Managing Directors / Service Line Leads/ Matrons/ Managers**

Are responsible for:

- Ensuring they are aware of the date, time & purpose for the visit.
- Ensuring they are aware of the number of people expected during the visit
- Ensuring VIP visitors are appropriately supervised at all times, whilst visiting within their area of responsibility
- They can consider the impact of the visit i.e. not too intrusive or during 'protected time' etc.
- 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
- Ensuring the appropriate personnel are informed of the visit

## **8.7 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
- Immediately reporting any allegations of abuse made by a service user, against a visiting VIP, following HPFT Safeguarding Children & Safeguarding Adult Policies

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

9.1 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
- VIPs as Volunteers

## **10. Arranging the visits**

- 10.1 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
- 10.2 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.
- 10.3 Once a visit has been agreed then the Head of Corporate Affairs and Company Secretary or Deputy Director for Communications 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
- 10.4 The Head of Corporate Affairs and Company Secretary or Deputy Director of Communications 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.
- 10.5 The Head of Corporate Affairs and Company Secretary or Deputy Director of Communications must ensure visitors are briefed about the Trust's confidentiality & infection prevention & control standards.
- 10.6 Anyone expressing an interest in volunteering should follow the process as identified in the HPFT Recruitment and Management of Volunteers Policy.

## **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

## 12. During the Visit

- 12.1 It should be considered whether the VIP needs to sign in or complete a COVID health questionnaire, before the visit commences
- 12.2 Staff must ensure that they check identification / authorisation where appropriate and act professionally at all times.
- 12.3 Visitors should not be left unaccompanied on Trust premises at any time
- 12.4 Staff should continue in their roles as usual, while supporting the management of the visit where appropriate
- 12.5 The visitor must adhere to any infection control procedures
- 12.6 Consent must be gained for any photography undertaken.
- 12.7 Any concerns raised during the visitor's time within the Trust must be reported immediately to a senior manager (Service Line Lead or above)
- 12.8 All incidents involving visitors must be reported via Datix

## 13. Officials, VIPs, Celebrities & Volunteers

- 13.1 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
- 13.2 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.
- 13.3 **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. VIPs as Volunteers

- 14.1 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.

14.2 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**

15.1 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 of Communications (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**

16.1 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.

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

## **17. VIPs as Service Users**

17.1 If a VIP attends in person, in crisis or otherwise (ie via S.136), inform the consultant on-call and the on-call manager. The communications team should also be notified on 01707 253906 Monday to Friday 9am-5pm (Out of Hours via the Director on Call). In addition, please contact the Director on Call.

17.2 Any assessment interview should be conducted in as private a setting as possible. Do not write either the VIP's name or initials onto a white board or any document visible to those not directly involved in the individual's care. Staff can agree a 'code name' if necessary.

17.3 There may be significant interest in the VIP, both from the general public and from the press. All requests for information, even if the request is apparently from a member of the family, should be refused. If a member of the press asks for information, the request must be passed to the communications team.

17.4 If the patient needs to be admitted, the on-call manager will need to be informed as quickly as possible, in order to find the most appropriate bed for them. The communications team should also be alerted.

17.5 If a VIP would like to visit a relative on a ward as carer; or be present at any assessment or intervention for their 'cared for person', please follow the guidance as above to avoid untoward scrutiny or interest from the press or public and potential invasion of privacy.

17.6 All assessment, treatment and support should be offered in line with Trust's policies.

## 18. Training

18.1 There are no specific training requirements related to this policy. Staff are required to have an awareness of this policy. This will be cascaded through SBU Quality & Risk meetings and local practice governance forums.

## 19. 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
Recording of all VIP visits to HPFT	Central Audit log	Deputy Director for Communications and Marketing	Quarterly	QRM C	QRM C
Recording of all Non Exec visits to HPFT	Central Audit log	Head of Corporate Affairs and Company Secretary	Quarterly	QRM C	QRM C
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 Nurse Safeguarding Children/ Professional Lead for Social Work & Safeguarding Adults	Quarterly	Safeguarding Strategy Group	Safeguarding Strategy Group

## Part 3 – Document Control & Standards Information

### 20. Version Control

Version control for the Procedural Document Management System

Version	Date of Issue	Author	Status	Comment
1	13.09.2019	Specialist Safeguarding Nurse	Superseded	First Edition of the Policy
V1.2	28.06.2021	Interim Consultant Nurse Safeguarding Children	Superseded	Updated to reflect COVID-19 Impact Assessment
V2	06.09.2022	Consultant Nurse Safeguarding Children	Superseded	3 yearly update
V2.1	16.09.2022	Consultant Nurse Safeguarding Children	Current	Added VIPs as service users section

### 21. Relevant Standards

None

### 22. 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

### 23. 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](https://www.gov.uk/government/reports/other/jimmy-savile-nhs-investigations-lessons-learned) HM Government

### 24. 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.

Job Title of person consulted
Safeguarding Strategy Group Members
Head of Corporate Affairs and Company Secretary
Deputy Director for Communications and Marketing

	<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

