Appendix 2

Diocese of Bristol │ Safeguarding adults

Good Practice Guidance for Pastoral Visiting to the Elderly & Vulnerable

1. To a Care Home or Hospital:
 Follow the guidance in the setting regarding signing in & out

Check when are appropriate times to visit for the person themselves, not just the setting

If you are going to visit regularly as a representative of the church ask the home if they wish you to do a CRB

Be aware of which areas of the setting are open to visitors

Aim to introduce yourself to care staff so they get to know your face

Don't get involved in any way with the person's care in terms of medication, diet etc as this will have been planned individually – any concerns around such things should be given to the manager / ward sister

Don't attempt to lift or move the person as this could be a risk to yourself as well as to them – care staff have been trained in manual handling so find one of them if movement is required

Remember that abuse can take place in such settings and suspicions, concerns should always be reported

To a person's own home:
Check that the person wants to be visited – don't presume – and check this at intervals if it is a series of visits.

Arrange times to suit them and their family /carers – if living alone they may not want to answer the door after dark.

Don't commit to more than is possible and keep to any promises made.

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Check that the person wants to be visited – don't presume – and check this at intervals if it is a series of visits.

Arrange times to suit them and their family /carers – if living alone they may not want to answer the door after dark.

Don't commit to more than is possible and keep to any promises made.

Take identity with you – a signed paper with the Church logo on or a photo of yourself on church headed paper – whatever your church decides.

Visiting in pairs is best practice – not husband/wife pairs. Never visit someone of the opposite sex on your own. If you do visit alone (e.g. your co-visitor is unwell

or away & no-one else can step in) at any time then tell your nominated person, vicar or pastoral coordinator and let them know the time of the planned visit. Give them your mobile number and make sure you have theirs too.

On entering a home let the adult show you where to go & where to sit. You should then stay there unless invited to follow them into the kitchen for instance.

Do not go upstairs or into any bedrooms.

If the person is confined to bed either regularly or temporarily then remember to knock & wait before entering the bedroom. Sit on a chair not on the bed and leave the door ajar.

In order to protect yourself you must be aware that it is better not to touch personal belongings such as wallets, handbags etc . If you are asked to fetch something, take the whole item without looking inside. Be aware that if something goes missing you could be accused.

Don't administer any medicines to someone in their own home. They may be on various drugs that could react badly with any ordinary headache tablet you might offer for instance.

It is better to avoid taking gifts of chocolates, food etc as again they may have strict dietary guides in connection with a medical condition.

Do not accept gifts of money or goods. If they wish to donate to the church it should be done in an official way agreed by your parish finance officer and the nominated person for adults. Some vulnerable people will be very eager to please a visitor and may feel obliged to give a gift and some may have poor memory so that they may not remember that the 'gift' they are offering is actually a valuable piece that their daughter is expecting to get in the future.

If you are asked to do shopping for a person this will again need an agreed system - checking with family, carer and following parish guidelines which can include keeping a separate purse, putting the receipt in a set place etc

Record visits in a notebook –date, times, people present, any concerns to pass on etc. Explain clearly if & when you will return.

Jeanette Plumb, June 2011