


Ngā Rau Rākau Visitor Procedure

MHAPPM/8959

Approved by:	General Manager – Mental Health & Addiction	First Issued:	August 2016	
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Purpose

The purpose of this document to outline the procedure for visitors to tāngata whaiora of Ngā Rau Rākau to ensure visits happen in a safe and therapeutic manner. Staff are to provide an environment that promotes and supports the continuation of relationships between the tāngata whaiora admitted and their whānau/family and friends during their stay in the unit.

This document is to be used in conjunction with MHAPPM/8953 – [Mental Health and Addiction Group Policy](#) which outlines the shared vision and expectations for the direction, values, principles, attitudes and ways of working to deliver a values based service

Principles

All Te Whatu Ora – Health New Zealand, Te Matau a Māui Hawke’s Bay documents are based on and link back to our values; **He Kauanuanu** (respect), **Ākina** (improvement), **Raranga Te Tira** (partnership) and **Tauwhiro** (care), and are detailed so all persons are provided with clear information on the way they are expected to practice and undertake tasks.

Scope

All Ngā Rau Rākau Service staff.

This procedure applies to all persons visiting Ngā Rau Rākau facilities including a family/whānau, partner, friends, advocate, guardian or other representative nominated by the tāngata whaiora.

Definitions

Refer to the Mental Health Service Definitions Glossary [\\FS3\share\Public\All Users\MHS Policy review\DEFINITIONS FOR WORDS AND TERMS IN USE WITHIN THE MENTAL HEALTH SERVICE.docx](#)

Roles and Responsibilities

Role	Responsibility
Reception/Administration staff	Welcoming any visitors and contact the tāngata whaiora allocated nurse.
Allocated Nurse	Meeting the visitors at reception and providing appropriate information on any visiting restrictions or requirements.

Procedure

With respect to the right to receive visitors, every tāngata whaiora is entitled, at reasonable times and intervals, to receive visitors. These are generally limited to visiting hours between 1300 – 2000 hours but exceptions can be negotiated with the clinical team.

- 1 All visitors will be welcomed warmly at reception and the needs of the visitor will be identified at this time.
 - a. If reception is unattended there is a call point located at reception for visitors to activate that will alert nursing staff to their presence.
- 2 The frontline administrator will contact the allocated staff member and check that visiting is desired by the tāngata whaiora. All visitors are requested to wait in the reception area for the allocated registered nurse to meet them.
- 3 The allocated registered nurse confirms that the tāngata whaiora is wanting the visit and then determines whether a visit is appropriate taking in to consideration the mental state and risk factors of each tāngata whaiora, the environment and current treatment plan.
- 4 The allocated registered nurse meets the visitor, at reception, and checks that they have information surrounding visiting on the unit.
- 5 Each visit is documented in the progress notes.

During Visit

Staff are responsible for ensuring all admitted tāngata whaiora have adequate care, including rest and privacy. These considerations have priority over the requirements of visitors.

Clinical staff may ask that a tāngata whaiora has a maximum of two visitors at any one time. This may occur when there is not enough space for more visitors and/or the visit is having a negative impact on the tāngata whaiora or other tāngata whaiora.

Visits may be restricted by the multidisciplinary team, CNM/ACNM or Shift Coordinator when the care team believe that having visitors would be detrimental to the interests or treatment of the tāngata whaiora.

All children (under 16 years) are to be supervised by an adult at all times.

Staff will appropriately address visitor behaviour that is detrimental to others or that significantly hinders care. They will do this by:

- Identifying the nominated group spokesperson or individual and arranging to speak with that person in a private area.
- Informing the nominated group spokesperson or individual of the need to contain the size of the visitor group or modify their behaviour.
- If disruption remains a problem or if requests have been ignored, advise the Shift Coordinator, inform CNM/ACNM/duty manager and if necessary utilise security or the police if attempts to resolve the issues have been unsuccessful or are escalating.

Measurable Outcomes

Reduction in complaints from visitors to Ngā Rau Rākau

Staff promotion and support of the continuation relationships between the tāngata whaiora and their whānau/family and friends.

Related Documents

MHAPPM/8953 – [Mental Health and Addiction Group Policy](#)

References

No references

Keywords

Visitor
Visiting

***For further information please contact the Clinical Nurse Manager –
Mental Health Intensive Services***