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# Patient Visitors Procedure

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Effective: 19 July 2017

## 1. Guiding Principles

- 1.1 Family and friends may make valuable contributions to the recovery of the patient. Broome Mental Health Unit (BMHU) /Mabu Liyan support and encourage patient visitors.
- 1.2 Staff are responsible for the safety of visitors whilst on the unit.
- 1.3 There may be times when BMHU is not in a position to receive visitors due to safety issues on the ward.
- 1.4 It is expected that visitors will accept staff direction in relation to excessive noise and patient's personal space needs.
- 1.5 Where children are visiting the unit, the visit is to occur in the Yagarrbulanjin Family Room. Visitors who are under the age of 18 years must be accompanied by a responsible adult when visiting BMHU.
- 1.6 Visiting hours are in line with Broome Hospital and are: 0900 – 1100hr; 1400 – 1600hr and 1800 – 2000hr. Priority is given to patient treatment and therapy program.
- 1.7 Recognition of rights of carers is described in the [WA Mental Health Act 2014](#)
- 1.8 For all patients including those of Aboriginal descent and Culturally and Linguistically Diverse backgrounds (CaLD), understanding is to be facilitated where appropriate by:
  - Using leaflets/signs
  - Using approved interpreter service
  - Involvement of an Aboriginal Mental Health Liaison Officer
  - Involvement of a carer, close family member or other personal support person (PSP)

## 2. Procedure

- 2.1 All visitors must enter the unit via the main entry and report to and sign the visitors' book at reception.
- 2.2 Reception staff are to inform nursing staff of the visitor/s arrival.
- 2.3 If the main entry door is locked, visitors are to contact staff via the intercom system at the door.
- 2.4 The Shift Coordinator is to allocate a nurse to meet with the visitor/s prior to visiting with the patient.
- 2.5 If clinical staff assess that visiting is inappropriate at this time, they are to inform the visitor/s.
- 2.6 Staff are available to provide information to visitor/s regarding Mabu Liyan or to discuss the care and care planning for their relative, ensuring appropriate confidentiality and privacy.

- 2.7 Adult visitors may meet with patients in the communal area of the open area including the courtyard or in the Yagarrbulanjin Family Room.
- 2.8 A limited number of visitors i.e. carer, close family members or other PSP may be able to visit patients in the High Dependency Unit depending on patient acuity and numbers of other visitors. These visits are to be monitored by either staff presence or Close Circuit Television (CCTV). [BMHU Admission to High Dependency Unit Procedure](#)
- 2.9 Generally visitors of pre-primary and primary school age are to visit in the family room.
- 2.10 Visitors are unable to access patient bedrooms.
- 2.11 Visitors suspected to be under the influence of alcohol and or drugs maybe requested to leave the unit or refused access to the unit
- 2.12 If visitors become verbally or physically abusive, security and or Police are to be called to assist the person to leave the hospital grounds. [BMHU Police Attendance Procedure](#)
- 2.13 If a clinical decision is made to restrict the patient's right to receive visitors a Mental Health Act 2014 Form 12C must be completed and all instructions followed by the mental health team.
- 2.14 Visitors must ensure their mobile telephones are switched off whilst on the unit.
- 2.15 Staff are to advise visitors of any items that are unsuitable to give to the patient. Any items assessed as unsuitable e.g. alcohol, illicit substances, razors and medications are to be held by nursing staff and returned to the visitor at the end of the visit.

### 3. Definitions

<b>Close Circuit Television</b>	A building camera monitoring system used throughout the inpatient unit
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### 4. Roles and Responsibilities

- **Clinical Director** has overall responsibility for ensuring that services are delivered in accordance with this procedure
- **Consultant Psychiatrist** is responsible for the medical management of patients in accordance with this procedure
- **Clinical Nurse Manager** is responsible for the implementation of this procedure
- **All Staff** are required to work within this procedure to make sure Broome Mental Health Unit is a safe, equitable and positive place to be.

### 5. Compliance

Failure to comply with this policy document may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the [Employment Policy Framework](#) issued pursuant to section 26 of the [Health Services Act 2016](#) (HSA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory.

## 6. Evaluation

- This procedure is to be reviewed every five (5) years

## 7. Standards

- National Safety and Quality Health Care Standards: 1.2.2; 1.3.1; 1.5.2; 1.17.2;
- EQulPNational Standards: 12.3.1; 15.13.1; 15.21.1
- National Standards for Mental Health Services: 1.4; 2.13; 8.7; 8.10; 10.1.2; 10.1.7;
- National Standards for Disability Services: 1.3;

## 8. Legislation

- WA Mental Health Act 2014

## 9. References

- BMHU Admission Information
- BMHU Aboriginal and Torres Strait Islander Admission Information

## 10. Related Forms

- MHA 2014 Form 12c

## 11. Related Policy Documents

- WACHS Adult Psychiatric Inpatient Services - Referral, Admission, Assessment, Care and Treatment Policy
- BMHU Use of Alcohol and Illicit Substances Procedure
- BMHU Patient Rights and Responsibilities Procedure
- BMHU Police Attendance Procedure
- BMHU Admission to High Dependency Unit Procedure
- BMHU Closed Circuit Monitoring Procedure

## 12. WA Health Policy Framework

- Clinical Governance, Safety and Quality
- Mental Health

**This document can be made available in alternative formats  
on request for a person with a disability**

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