



## Health and Safety Policy – Appendix 1

### Home visit guidelines

- **All Mammas undertaking home visits must attend Home Visiting Training, and read and familiarise herself with Mammas Lone Visiting policy, and follow its guidance, even when visiting with another person.**
- All Home Visits must be discussed in advance with the Programme Lead or other recognised lead.
- Whenever possible, arrange to visit with another Mamma. This is always preferable.
- ‘Babes in arms’ can be a very helpful way of modelling normal behaviour as well as positioning and attachment. But you know best what is appropriate for you and your baby
- Always let a mother know if you need to change the time or date, or if you are running late.
- Toddlers should not be taken on home visits. A toddler who is desperate to explore her or his new surroundings will make everyone edgy! Damage to property – even minor – would be very uncomfortable and would not be covered by our insurance policy. Equally, if your child was hurt.
- If a visit is both possible and appropriate, **make sure that someone knows where/when you are going, who you are going to see, what the phone number is and how long you might be there**. This would normally be the Project or Programme Lead, but could also be another Designated Associate ie a named Mamma or other responsible person
- If you are delayed at all, it is vital to let the Designated Associate know.
- Let the Designated Associate know when you finish the visit, and when you have returned home.
- Carry a mobile phone, with the number of your designated associate quickly accessible.
- Keep your car keys handy if you are driving. Park your car facing the way you will be driving off.
- If you feel it is appropriate, consider asking your Designated Associate to call you back in a few minutes and when they do, apologise to the mother and explain to your caller that you are visiting a mother in X Road, and could they ring you back later. This makes the mother aware that others know where you are.
- Behave in a confident manner, even if you are feeling nervous about the visit.
- **Trust your gut feelings. If there is something that makes you feel uneasy about staying, then make an excuse to leave, pleading an emergency, for example saying that you have had a call about your child having fallen over and hurt himself.**
- If at any point in the visit, for example, another person arrives and you are not happy with something about the situation, then politely wind up the visit and leave as soon as possible. Make a phone call to your contact. If the situation begins to deteriorate, keep calm and polite, and leave before it deteriorates further. Never argue with an angry person, it makes things worse.
- Record the details of the visit. It is always acceptable to discuss how visits went with the Programme Lead.
- Review Date: December 2021