

Visiting Guidelines

A visit from Mothers' Union friends can be really important to members who are unwell or unable to get out. However, it's good practice to follow some basic visiting guidelines to keep yourself and the members you are visiting safe.

- Visit in pairs. Leave a card to say that you have visited and keep a note of the date and time you called, so that other carers know you have visited. If you are visiting a member in a residential care setting, you might leave two cards – one for the home and one for the member you've visited. Your diocese may have visiting cards you can use.
- Keep a note of your visit, including the date, the time you arrived, when you left and anyone else who was there.
- Don't offer sweets, drinks or other food items to people you are visiting. You don't know if there is anything they are not allowed to eat or drink, and they may not want to refuse for fear of offending you.
- Don't offer 'over the counter' medicines. Painkillers, cough medicines, indigestion remedies – even throat pastilles – can have side effects and may not be compatible with other prescribed medicines the person may be taking. Don't administer prescribed drugs: there may be carers who visit to do this.
- Often members want to make a donation to Mothers' Union funds, or may ask you to pass on their subs to the branch. If it is cash, leave a note saying how much you have been given and what for – and make sure its receipt is recorded by the branch. Never put the money into your own purse or wallet – take an envelope, just in case.
- Mothers' Union visitors should not offer to assist with any personal care or management of finances (including shopping)* for the person being visited. If a member asks and you are happy to do some shopping **in a personal capacity**, it is good practice to agree how much money you are taking and to get receipts for all you have spent.

When visiting a member at home, if you have any safeguarding concerns (for example, the member is unkempt in appearance, mentions inappropriate behaviour from other visitors, carers or relatives), make a note of your concerns and report these to your diocesan safeguarding contact as soon as possible. If you think the person is in immediate danger, ring the police on 999.

*If members regularly visit on behalf of the branch with the intention to offer personal care (including assistance with washing, dressing or toileting) or assist with the management of finances (including shopping or paying bills), you must check with your Mothers' Union diocesan safeguarding contact for the specific guidelines to follow.