

Policy

Home Visit: Nursing/Care Homes

1 Scope

This policy is intended for all staff in nursing/residential homes who care for patients requiring home visits from an Audiologist at Addenbrookes hospital.

2 Aim

The aim of the policy is to ensure that the Audiologist has adequate facilities and working conditions when they visit, which will in turn allow the best possible Audiology treatment to be provided.

3 Introduction

An Audiologist will shortly be phoning you to arrange a visit to one of your residents (if you have not been contacted already). Please ensure you have read the home visit policy prior to the visit, in order to ensure that you are fully prepared for it.

4 Responsibilities

The Audiology department at Addenbrookes will ensure that this policy is made available prior to a home visit, that it is up to date, and available to all Addenbrookes staff. It is the responsibility of all staff within the home to make themselves familiar with it.

5 Policy

5.1 Criteria

- Only patients who are housebound can be seen by domiciliary visits – if it is at all possible for a patient to attend Addenbrooke's, or a local hospital, then they must come in for an appointment.
- If the patient hasn't had an NHS aid before, a referral from the GP will be required. This is necessary for Medico-legal reasons.
- Please be aware that local volunteer services can provide home visits for hearing aid servicing (cleaning and re-tubing etc).

5.2 Prior to the Visit

- The Audiologist will phone to schedule the date and time. If it is possible, please arrange for someone else to be present during the visit.
- It is advisable to have ears checked for wax before the visit.
- Please inform us of any special parking arrangements, i.e. marked bays or places we should not park. As we have a lot of equipment to carry we need to park as close as possible to the entrance.
- Please inform us if the patient is MRSA positive. We would be grateful if you could provide an apron and gloves when we visit these patients.

- If you will require us to write in care plans, please have these ready with the patient when we arrive.
- Ideally, a room should be provided where we can set up all the equipment. Patients should then be brought to the room, rather than moving the equipment around the home. However, we are happy to go to patients who are bed-bound.
- Plug sockets are needed for equipment.
- Hand washing facilities would be appreciated.
- Although we do our best to keep to time, unfortunately there may be occasions when we are late. We will try to keep you informed if this is going to be the case.
- We can only see patients who we have received referrals for prior to the visit.

6 Monitoring the effectiveness of the Policy

The policy will be monitored on an annual basis.

- Monitoring will be undertaken the form of direct observations and reviews
- The results of reviews and observations will be discussed initially by the domiciliary visit team, and then with the Head of Adult Audiology and the Department Risk Officer.

Equality and Diversity Statement

This document complies with the Cambridge University Hospitals NHS Foundation Trust service Equality and Diversity statement.

Disclaimer

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Document Management

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