

Policy

Home Visit: Private Homes

1 Scope

This policy is intended for all patients requiring home visits from an Audiologist at Addenbrookes hospital, and for their family/those who care for them.

2 Aims

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 home visit (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 Audiology patients, and their family members/ care givers, to make themselves familiar with it.

5 Policy

6.1 Criteria

- Only patients who are housebound can be seen by domiciliary visits, and a GP letter may be requested to confirm that this is the case. 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).

6.2 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 arrangements for gaining access – i.e. where keys can be obtained.
- 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.

6.3 During the Visit

- Addenbrooke's hospital operates a no smoking policy on site, and we would be grateful if you could also refrain from smoking during the visit.
- Please keep pets secure and in a separate room.
- 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.

6 Monitoring the effectiveness of the Policy

The criteria and requirements prior to, and during a home visit will be monitored.

- Monitoring will take place 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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