



This protocol is provided to trade union representatives where access to a Care UK workplace has been agreed. It supports the agreed access arrangements and does not replace Care UK's existing policies or the specific arrangements agreed for the visit. Care UK will facilitate agreed trade union access in a way that supports constructive engagement while protecting the safety, dignity, privacy and wellbeing of residents, colleagues, trade union representatives and others within the workplace.

### On arrival

- Please report to reception or the agreed point of contact and:
- Provide your name, organisation and identification
- Sign in using the site visitor arrangements.
- Ask for the named Care UK contact stated on the access agreement paperwork or if the named contact is not available, the person in charge of the shift
- Follow any fire, health and safety, infection prevention, security or other site-specific instructions provided on arrival.

Care UK's visitor arrangements require visitors to be appropriately identified and their attendance on site to be authorised and managed.

### During your visit

Care homes are first and foremost residents' homes and operational care environments. We ask representatives to respect this throughout their visit.

Please:

- Follow the date, time, location, duration and other arrangements agreed for the visit.
- Use the area(s) agreed for trade union access.
- Respect residents' privacy, dignity and right to enjoy their home without unnecessary disruption.
- Respect colleagues who choose to engage with the trade union and those who choose not to.
- Follow reasonable instructions relating to resident care, safeguarding, safety or security.
- Do not enter resident bedrooms, clinical areas, offices or other restricted areas unless this has been specifically agreed.
- Do not access, view, photograph, copy or remove resident, colleague or Care UK confidential information.

- Do not take photographs, video or audio recordings on Care UK premises unless this has been specifically authorised.
- Do not connect personal devices to Care UK's corporate network.
- Keep any visitor passes or temporary access devices secure.

These requirements reflect Care UK's existing visitor arrangements concerning privacy, dignity, acceptable behaviour, information security and access to sensitive areas.

### Safety, dignity and wellbeing

Everyone attending a Care UK workplace should be able to do so in a safe and respectful environment.

All representatives are expected to:

- Treat residents, colleagues and others with dignity and respect.
- Maintain appropriate professional and personal boundaries.
- Refrain from threatening, intimidating, abusive or aggressive behaviour.
- Refrain from bullying, discrimination and all forms of harassment.
- Raise any concerns promptly with the Home Manager, person in charge of the shift or named Care UK contact.

Care UK will not tolerate violence, aggression, bullying, discrimination, or any form of harassment towards colleagues, residents, visitors or trade union representatives.

If behaviour is considered to be (alleged or otherwise) in breach of the above, the visit/access may be paused or ended while appropriate next steps are considered.

### At the end of your visit/access

Before leaving, please:

- Sign out in accordance with the site visitor arrangements.
- Return any visitor pass, access fob or other temporary access item provided.
- If you have a concern or believe any terms of the access arrangement has been breached, raise this with the Home Manager, person in charge of the shift or named Care UK contact.

**Thank you for helping us provide trade union access in a safe, respectful and constructive way for everyone.**