



# VISITORS' CHARTER

Our visitors' charter explains what you can expect from us during your visit and what we would like from you in return. Our priority is caring for our patients, but we understand the important role that visitors can play in their wellbeing and we will try to be flexible to your needs.

## You can expect our staff to:

### Keep you in contact

Offer visiting flexibility where possible and when patient circumstances require it.

### Official daily visiting times are:

3.00pm – 5.00pm

6.00pm – 8.00pm

Some areas may have different times, so please check with the Nurse in Charge.

Politely ask you to leave if there are more than two visitors at the bedside. We may also ask you to leave for a short time during care or treatment to your relative/friend, or when ward cleaning is taking place.

Try to create a calm and restful environment.

### Keep you informed

Only share patient sensitive information with the patient's consent to known contacts.

Support patient's next of kin who wish to speak to a member of the medical team or be present for the consultant ward round (with the patient's permission).

### Keep you safe

Comply with infection control procedures, ensuring that facilities for hand hygiene are easily available.

Do all we can to protect patients from cross infection. On occasions this will result in:

- Restricting visiting times
- Restricting the movement of people
- Isolating patients affected

Work hard to provide a clean hospital environment.

### Keep you involved

Support relative involvement in patient care when it is appropriate.

Protect mealtimes to ensure that the environment is calm and undisturbed and encourage family/friends who would like to help the patient with their meal.

Give the relatives of very sick patients the opportunity to stay overnight should they wish to do so.

## We expect visitors to:

### Help us to keep you in contact

Make sure no more than two visitors visit at a time, please take turns if necessary.

Please do not bring children to visit without prior arrangement. Children with permission to visit must be supervised by an adult.

**Please be respectful:** our patients are ill and need their rest, keep noise to a minimum. Be polite and courteous to staff and respect other patient's and visitor's need for privacy.

### Help us to keep you informed

Arrange for one family member to act as liaison between the ward staff, family and friends.

Understand that we are unable to give medical information over the phone, due to patient confidentiality.

### Help us to keep you safe

Wash hands or use alcohol hand gel on entering and leaving all wards and departments.

Speak to the Nurse in Charge before entering if the patient that you are visiting is in a single room and isolation signs are displayed.

**Please do not visit if you are unwell and stay away from the hospital for 48 hours after your last episode of diarrhoea and vomiting.** If in doubt phone the ward and seek advice.

Understand and respect the decision to restrict visiting in the event of an outbreak of diarrhoea and vomiting (norovirus).

Assist the patient to keep the bed space tidy to enable our staff to clean effectively.

### Help us to keep you involved

Inform staff of any specific needs that the patients has and let staff know if you would like to assist with providing any care (with the patient's permission).

Help the patient by bringing in medication, toiletries, dentures, glasses and suitable clothing and footwear.

Let the Nurse in Charge know if you would like to visit at mealtimes to assist your relative or friend with their meal.

Chief Executive

Director of Patient Experience and Nursing

Medical Director