



# Visitors Charter

## An information guide

Our priority is to provide quality care for our patients. Visiting times are open for all our inpatient areas to enable relatives and carers to feel more involved in the care that we provide in hospital and planning for discharge home.

### Staff - we will:

- be polite and courteous at all times and support relatives who wish to participate in their relative's care
- do our best to create a calm and useful environment to help our patients recover
- use our skills to prioritise the planning of care to our patients and communicate our decisions
- keep family members and next of kin informed of any updates regarding patients

- arrange for you to speak to a member of the medical team
- do all we can to protect patients from infection; on occasions this may result in restricting visiting or moving patients to an allocated side room
- work hard to provide a clean hospital
- give your relatives all the care they need, but we do have to make sure that all our patients needs are met

### Relatives - we would like to invite you to:

- only 2 visitors per bed at any one time
- be polite and courteous to staff, other patients and visitors
- you may be asked to leave the ward during doctors' rounds if a medical emergency occurs or to ensure confidentiality for other patients is maintained. Please discuss children visiting and any restrictions on visitor numbers with the ward manager
- be respectful. Our patients may be poorly so please keep noise levels to a minimum and put your mobile phone on silent



- Only arrange to visit at mealtimes if you would like to take part or assist your relative or friend to eat their meal
- please do not visit if you are unwell and do not visit for at least 48 hours after your last episode of diarrhoea and vomiting
- please wash your hands on entering and leaving the ward by using the alcohol gel provided. Adhere to visiting restrictions enforced by Infection Control
- do not sit on patients beds and use the chairs provided. Allow cleaning staff to undertake daily cleaning of bed areas; where patients are being barrier nursed you may be asked to leave the room so a full clean can be completed which may take up to half an hour
- not use the patient toilets or bathrooms. Please ask a member of staff for directions to the public facilities. Provide your relative with their toiletries, dentures, glasses and suitable clothing and footwear
- understand and respect that information cannot be given out unless the patient has given their permission. If you feel you do not have sufficient information please let us know
- remember that rest is important and allow your relative the opportunity to rest for periods throughout the day. Be respectful of other patient's time and accepted bed time. Open visiting is from 12:00 – 8:00pm at night. After 8:00pm please discuss and seek permission from the nurse in charge to visit your relative
- do not bring in food for your own or your relatives consumption. The staff will be happy to direct you to the nearest restaurant facility
- please not disturb the nursing staff when they are administering medications
- do not smoke or use e-cigarettes within the hospital.

