



# Visitors Charter

Our priority is to provide quality care for our patients and we understand that we can optimise care by involving and recognising the invaluable role and contribution that family and carers provide. There are many ways visitors can be involved in the patient's care and we are happy to support this should the patient wish. Visiting hours are 8am to 8pm each day in our adult inpatient areas. We welcome children visiting the hospital. However, please ensure children are supervised at all times and check with the nurse in charge before bringing any child into a patient area.

Expectations of staff:	Expectations of visitors:
<ul style="list-style-type: none"> <li>▪ We will be polite and courteous at all times.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Visitors will be polite and courteous to staff, patients and other visitors at all time.</li> </ul>
<ul style="list-style-type: none"> <li>▪ We want to support relatives who wish to participate in their relative's care whilst respecting the privacy, dignity and needs of other patients.</li> </ul>	<ul style="list-style-type: none"> <li>▪ In order to respect the needs of all our patients we ask you to have no more than 2 visitors at the bedside at any given time</li> <li>▪ Please be aware that you may, at times, be asked to leave the ward in order for the staff to undertake certain activities for your relative and/or other patients. Your support and cooperation in this is appreciated.</li> </ul>
<ul style="list-style-type: none"> <li>▪ We want to create a therapeutic environment for our patients</li> </ul>	<ul style="list-style-type: none"> <li>▪ Remember some patients may be resting so please keep noise levels to a minimum and ensure that your mobile phone is turned on silent.</li> <li>▪ If you think another patient requires assistance, please alert a member of staff immediately.</li> </ul>
<ul style="list-style-type: none"> <li>▪ We will do all that we can to protect patients from infection; on occasions this may result in restricting visiting or moving patients to an allocated side room.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Alcohol gel is provided at each bedside so please clean your hands when arriving and leaving. If advised by the nursing staff, wash your hands with soap and water.</li> <li>▪ At times, visiting restrictions will be in place for infection control reasons and we thank you for adhering to these. Please ask any member of staff if you are unsure. Do not visit if you have (or have had in the last two days) diarrhoea and/or vomiting, a heavy cold or flu-like symptoms or any other infectious condition</li> <li>▪ Our cleaning staff need to undertake daily cleaning of bed areas: your help and support in this is appreciated</li> <li>▪ There are dedicated visitors' toilet facilities: please ask a member of staff</li> </ul>
<ul style="list-style-type: none"> <li>▪ We want to ensure that our patients eat and drink well.</li> </ul>	<ul style="list-style-type: none"> <li>▪ If you visit at mealtimes please feel free to take part or assist your relative or friend to eat their meal.</li> </ul>
<ul style="list-style-type: none"> <li>▪ We want to keep family members and the next of kin informed of any information with the patient's permission.</li> </ul>	<ul style="list-style-type: none"> <li>▪ It would help us if you would nominate one family member to liaise with your family about care. 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.</li> <li>▪ Staff need to focus and not be interrupted for certain aspects of care such as drug rounds. Please be patient but do ask for any help you need.</li> </ul>