

# Visitors' Charter for adult inpatient wards

**We recognise that visiting a patient in hospital plays a vital part in their recovery. Our priority is caring for our patients but we will do our best to be flexible to your needs. Please speak to the Nurse in charge if you have any specific needs or cannot visit during the official visiting times.**

We will:	Visitors please:
<ul style="list-style-type: none"> <li>Be polite and courteous to you.</li> <li>Offer flexibility wherever possible for visitors where their circumstances, or the patients' needs, require it.</li> </ul>	<ul style="list-style-type: none"> <li>Be polite and courteous to staff, other patients and visitors.</li> <li>Respect the wards visiting times [check times with individual wards].</li> <li>Ensure that no more than two people visit at one time.</li> <li>Do not feel that you have to stay for the whole of the visiting time period, the person you have come to see needs to rest and recover.</li> <li>Leave promptly at the end of visiting time and return any chairs you have borrowed.</li> </ul>
<ul style="list-style-type: none"> <li>Do our best to ensure that meal times are about the same time every day.</li> <li>Be flexible with visiting times if you would like to assist your friend or relative with their meal.</li> </ul>	<ul style="list-style-type: none"> <li>Avoid visiting at meal times so patients can eat their meal in a quiet and relaxed atmosphere.</li> <li>Talk to the ward staff if you would like to assist your relative or friend at meal times.</li> </ul>
<ul style="list-style-type: none"> <li>Do our best to create a calm and restful environment to help our patients to recover.</li> <li>Follow our Carers Policy which details how we will support carers.</li> </ul>	<ul style="list-style-type: none"> <li>Keep noise levels to a minimum and put your mobile phone on silent. Our patients are in hospital because they are unwell and need to rest.</li> <li>Talk to the nurse in charge if you plan to bring young children to visit. If children visit, supervise them at all times and do not allow them to run around or climb on the beds.</li> <li>See the Trust website for details of parking/catering discounts for carers.</li> </ul>
<ul style="list-style-type: none"> <li>Ensure that facilities for hand hygiene are readily available.</li> <li>Work hard to provide a clean hospital environment.</li> <li>Do all we can to protect patients from infection. On occasions this will result in:                             <ul style="list-style-type: none"> <li>restricting visiting times</li> <li>Isolating patients affected.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Do not visit if you are unwell and stay away from the hospital for at least 48 hours after your last episode of diarrhoea and vomiting. If in doubt, please phone the ward for advice before visiting.</li> <li>Ensure that you comply with any infection control instructions from staff.</li> <li>Wash your hands on entering and leaving the ward and use the alcohol hand foam provided.</li> <li>Do not sit on patient's beds.</li> <li>Do not use the patient's toilets or bathrooms.</li> <li>Assist the patient to keep the bed space tidy to enable our staff to clean effectively.</li> </ul>
<ul style="list-style-type: none"> <li>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>Understand and respect that information cannot be given out unless the patient has given their permission.</li> <li>Talk to the nurse in charge if you feel you have not been given enough information.</li> </ul>
<ul style="list-style-type: none"> <li>Support relatives' involvement in patient care when it is appropriate.</li> <li>Use our skills to prioritise the planning of care to our patients and communicate our decisions.</li> <li>Arrange for you to speak to a member of the medical team (with the patient's permission).</li> </ul>	<ul style="list-style-type: none"> <li>Arrange for one family member to act as liaison between the ward staff, family and friends.</li> <li>Inform staff of any specific needs that the patient has and let staff know if you would like to assist with providing any care (with the patient's permission). Ask staff about the 'carers agreement'.</li> <li>Help the patient by bringing in their medication, toiletries, dentures, glasses and suitable clothing and footwear.</li> </ul>

**P** We put our *patients* first

**I** We strive for excellence & continuous *improvement*

**V** We *value* everybody

**O** We are *open* and honest

**T** We work as a *team*

Developed by our Nursing Services Managers, Matrons, Ward Sisters, the Trust's Patient Experience Committee and patient representatives.

*Angela Thompson*

**Angela Thompson**  
Director of Nursing and Patient Experience

