

Visitors' Charter

Our priority is caring for our patients, and we understand what an important part a visit from family members, a carer, and friends can play in their recovery. To help patients, visitors and staff alike we have produced this Charter for how we can work together to ensure your friend or relative gets the best possible experience at all times.

To keep our patients safe and well there is a lot to do at certain times of the day, and that's why we have visiting hours. However, we will do our best to accommodate your needs as well as the needs of our patients. Please don't hesitate to speak to the nurse in charge if you need to make other arrangements to visit, or if you have special needs that we can help with.

Developed by our nurses, patients and families.

For the health and welfare of our patients, our staff promise to:

- Be polite and courteous at all times
- Be as flexible as possible for visitors where it will benefit our patients
- Work with you if you would like to assist your friend or relative with their meal
- Aim to ensure that meal times happen at around the same time every day
- Strive to create a calm and restful environment to help our patients to recover
- Respect our Carers Policy which outlines how we will support carers
- Ensure that hand hygiene dispensers are close at hand and kept full
- Help keep a clean hospital and protect patients from infection. Sometimes this may mean restricting visiting times and isolating affected patients

For the sake of our patients, we ask you to:

- Be polite and courteous to staff, other patients and visitors
- Respect visiting times and no more than two people at one time please
- Leave promptly at the end of visiting time and return chairs you have borrowed
- Avoid visits at meal times so patients can eat in a quiet and relaxed atmosphere
- Talk to us if you would like to help your relative or friend at meal times
- Keep noise to a minimum and your mobile phone silent - our patients are here because they are unwell and need to rest
- Let us know if you plan to bring young children to visit, and please supervise them at all times
- Wash your hands on entering and leaving; use the alcohol hand foam provided
- Observe infection control instructions from staff
- Let the nurse in charge know if you would like more information
- Tell us about specific needs that you know the patient has and if you would like to help with providing care.
- Help keep the bed space tidy
- Keep our patients safe by staying away if you are unwell; for at least 48 hours after your last episode of diarrhoea and vomiting. If in doubt, please phone the ward for advice before visiting
- Not sit on patient's beds
- Not use patient toilets or bathrooms

For our carers and families. We will, with the patient's permission:

- Arrange for one family member to act as liaison between the ward staff, family and friends
- Keep the nominated family member and next of kin informed about the plan of care
- Arrange for you to speak to a doctor
- Support your involvement in patient care when appropriate
- Prioritise the planning of care to our patients and communicate our decisions