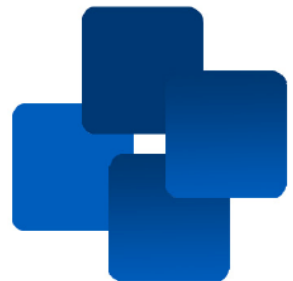


Visiting Patients at the Lister Hospital

A short guide for carers,
relatives and friends



Introduction

Carers, relatives and friends are welcome to visit patients on our wards.

Our priority is caring for our patients but we will do our best to be flexible to the needs of carers and visitors. Staff and patient representatives have developed a '**Visitors' Charter**' which sets out what our staff will do for carers and visitors, and what we expect of carers and visitors to our wards. Our Visitors' Charter is displayed outside each ward entrance and on the Trust website.

Ward visiting times

Many of our wards offer open visiting hours; please check the Trust website or call the hospital for details.

Protected mealtimes

Protected mealtimes are in place to ensure that our patients have a dedicated mealtime, free from as many interruptions as possible so they can enjoy their meal in a quiet and relaxed atmosphere. **Please avoid visiting during protected mealtimes unless you wish to help your relative/friend to eat their meal.**

Respect and privacy

To ensure privacy and confidentiality for patients, visitors may be asked to leave the bay or ward for short periods of time while ward rounds or treatments are being carried out. There may be other times when the curtains will have to be closed around the bed space and/or carers and visitors asked to use the communal area of the ward.

Infection control

- ◆ Please wash your hands on arrival and when leaving the ward, and use the alcohol hand foam provided.
- ◆ Do not sit on patients' beds.
- ◆ Ensure that you comply with any infection control instructions from staff.

When visiting a patient in hospital:

- ◆ Please be polite and courteous to staff, other patients and visitors.
- ◆ Ensure that there are **no more than two people** visiting a patient at any one time. This is to make sure that our patients get the rest they need and other patients are not disturbed.
- ◆ Please keep noise levels to a minimum and put your mobile phone on silent. The patient you are visiting may tire easily and other patients on the ward may be resting.
- ◆ Please 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.

Relatives and carers

- ◆ Please 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). If you are assisting in caring for your loved one, please let a member of staff know when you are leaving the ward.
- ◆ Talk to the staff on the ward if you would like to assist your relative or friend at mealtimes. Please support our protected mealtimes.
- ◆ Understand and respect that information cannot be given out unless the patient has given their permission.
- ◆ Arrange for one family member to act as a liaison between the ward staff, family and friends and ensure we have their contact details.

Carers can read our 'Information for Carers' leaflet or visit the Trust website for further information regarding the support available to them:

<https://www.enherts-tr.nhs.uk/patient-visitors/carers-support-team/>

Tell us more – Your comments, compliments and suggestions

We welcome your comments about what was good about your stay and what would have made your experience better. Please ask a member of staff for a Friends and Family Test survey form. This asks **‘Overall, how was your experience of our service’**. Your feedback is anonymous and is used to help improve the services we provide to all our patients. We will make sure that all the comments we receive are shared with the relevant teams.

If you have questions or need help

The nursing team are here to help you. If you or your relatives/carers have any questions or concerns, please speak to the staff caring for you or ask to speak to the manager or matron. They will try to resolve your concerns and answer any questions straight away.

In addition, the Patient Advice and Liaison Service (PALS) is available to provide advice and support for patients, relatives and carers. They are here to listen to you, help to resolve concerns and queries, and provide general information on NHS services.

The PALS office is located next to the shop in the main Lister Hospital corridor. Patients and visitors can visit the PALS office or PALS staff can visit patients on the ward. Please ask a member of staff to arrange this or you can telephone PALS direct on: **01438 285811** (Monday to Friday, 10am - 12 noon and 1pm - 3pm), or email: pals.enh-tr@nhs.net.

Useful contact details

Switchboard, Lister Hospital

 01438 314333

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You can request this information in a different format or another language.