

Visiting

Information for patients,
their visitors and carers

Trust-wide



We put our patients first by
working as one team;
leading and listening, and
striving for the best.
Together, we make the difference.

Further information

If you have any queries, please speak to a member of the ward staff who will be happy to help.

K Holden/Jan16/reviewJan18

Visiting

The purpose of this information is to give guidance to visitors and carers that is respectful and appropriate for all our patients. Hospitals and wards are busy environments and patients need privacy, quiet and time to rest; so we hope that the following is helpful to ensure our patients receive the best care from all of us.

Our priority is for our patients to receive the highest quality care in a safe, supportive and healing environment. We know that you will share that priority and we recognise the invaluable contribution that visitors and carers can give when their loved one comes into hospital.

There are real benefits for patients when we work together. Visitors and carers can give comfort, help with care and provide emotional support which can significantly aid the recovery and well-being of our patients.

What you can expect?

As a **patient** you can expect to be given the opportunity to say who you would like to visit you and be involved in your care during your admission.

As a **visitor** you can expect to be welcomed by the whole team in the spirit of mutual respect and collaboration.

As a **carer** you can expect to be welcomed as a member of the care team, helping to provide continuity of care, support, comfort and important information throughout a hospital stay from admission through the transition to home and community care.

What we need from you when you visit

Although time of visiting is open if you intend to visit before **10am or after 9pm** please pre-arrange this with the nurse in charge. It may be useful for you to know that the afternoon/early evening tends to be a 'quieter' time for clinical activity on the wards.

Visitors are reminded that many clinical activities, such as ward rounds, medication rounds, and treatment sessions, are time-critical. Therefore during these times our staff may not always be able to fully update each and every one of you but they will always arrange a time for this to happen.

We actively encourage **carers** and if you would like to support and encourage your loved one for example to eat at meal times and help with their care, you will be welcomed.

Visitors and carers are asked to work with staff so their presence does not limit safe access to any patient at any time. Generally this means a maximum of **two people per patient** at any time.

Visitors and carers whose loved ones are in bays with other patients are asked to be sensitive to the needs of other patients. There will inevitably be times when you will be asked to leave a bay or wait outside a ward area when certain activities, for example, ward rounds/procedures/discussions/ are taking place on the ward. We ask that you respect the need for quiet and patient privacy and confidentiality at these times in order for our staff to be able to care for patients safely.

Children in patient areas must always be supervised. For children under the age of 11 please seek agreement with the nursing team for them to visit.

For carers and in situations when family members supporting care wish to stay overnight we will always try and accommodate this, please discuss with the nursing team.

Noisy and disruptive behaviours and unsafe practices, for example, drinking alcohol are not acceptable in ward areas, these situations whilst usually rare, will be addressed directly and dealt with promptly.

If an outbreak of infection requires visiting or infection control restrictions in the patient areas, you will be informed of this by the nursing team and advised on the nature of any restrictions that need to apply. Please be assured that individual needs of patients will be discussed with you and agreed with the nursing team.

Note definition

Visitor, as defined by the patient, or significant other person if the patient is unable to indicate to us their wishes.

Carer, defined as a person who provides help and support for a significant amount of time to someone who could not manage without their help. The carer may be a relative, partner, friend or neighbour. It also includes young carers and parent carers.

If you are a carer, please ask for a copy of our carers information leaflet 'Supporting Carers, Supporting You'.