

## Visiting at Musgrove Park Hospital Information for Patients their Visitors and Carers

The purpose of this information is to give guidance for visitors and carers that is respectful and appropriate for all patients. Hospitals and wards are busy environments; patients need privacy 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 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 recovery and wellbeing for our patients.

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

As a **visitor** you can expect to be welcomed by the team and be included 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 arrange this with the nurse in charge. It is helpful for you to be aware that for visitors the afternoon/early evening tends to be a quieter time on the wards.
- Visitors are reminded that many activities, such as ward rounds, drug rounds, and treatment sessions, are time-critical. Therefore during these times staff may not always be able to fully update you but they will always arrange for this to happen as it is important.
- We actively encourage **carers** and if you would like to support and encourage your loved one to eat at meal times and help with 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 2 people per patient at any time.
- Visitors and carers whose loved ones are in bays with other patients are asked to be respectful and sensitive to other patient's privacy. There may be times when you are asked to wait outside a ward area when certain activities (procedures/discussions/ward rounds) take place on the ward.
- Children in patient areas must always be supervised and for children under the age of 11 please gain agreement from 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.
- Disruptive behaviour and unsafe practices are not acceptable, these situations whilst usually rare, will be addressed directly and promptly.
- If an outbreak of infection requires some restrictions in the patient areas you will be informed of this by the nursing team and advised on any restrictions that may need to apply. Please be assured that individual needs for patients will be discussed with you and agreed with the nursing team.

*Note definition:*

*Visitor, as defined by patient or significant other person if 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.**