

OUR VISITORS' CHARTER FOR ADULT INPATIENTS

We recognise the invaluable role and contribution that families and carers can provide to their loved ones whilst they are in hospital. Visits not only help patient wellbeing but they also play a vital part in recovery. Our priority is providing quality care for our patients but we want to be as flexible as possible to ensure you can spend time with your loved ones and, if you wish, be more involved in their care. Our visiting times for adult inpatient areas* are between 07:30 and 22:00.

OUR PLEDGES TO YOU

We will:

- Be polite and courteous at all times.
- Help and support you if you want to be involved in your loved one's care, including supporting you to assist at mealtimes or with washing.
- Politely ask you to leave if there are more than two visitors at the bedside.
- Let you know when it is the doctors' rounds as it may be necessary for us to ask you to leave for a short period to ensure confidentiality for all patients is maintained. We may also ask you to leave for a short time during care or treatment to your relative or another patient in their bay.
- Create a calm and restful environment to help our patients' recovery.
- Follow our Carers Policy, which details how we will support carers.
- Use our skills to prioritise the planning of care to our patients and communicate our decisions.
- Keep you informed, with the patient's permission. If agreed by the patient, we will arrange for you to speak to a member of the medical team.
- We will wash our hands and protect our patients from infection. Please note, on occasion this might mean that we need to restrict visiting times or to move patients to an allocated side room.
- Work hard to provide a clean hospital.

YOUR PLEDGES TO US

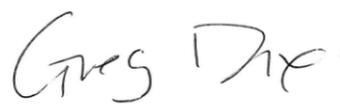
We ask that you will:

- Be polite and courteous to our staff, other patients and visitors.
- Let a member of staff know if you would like to assist with providing any care (with the patient's permission) and inform staff of any specific needs the patient has. If appropriate, please support and encourage your relative to eat and drink as this is important for their recovery.
- Help your relative by bringing in their medication, toiletries, dentures, glasses and suitable clothing and footwear.
- Ensure that no more than two people visit a patient bedside at any one time and please use the chairs provided. Discuss with the Ward Manager if you wish to bring children in to visit.
- Understand if you are asked to leave the ward for a short period so care or treatment can be provided to your loved one or during the doctors' rounds. This is to ensure confidentiality for all patients is maintained.
- Please avoid disturbing the nursing staff when they are administering medications.
- Please be respectful. Our patients are ill and need to rest, so keep noise to a minimum and switch your phone to silent.
- Remember that rest is important; please allow your relative the opportunity to rest for periods throughout the day. Please be respectful of other patients' rest times too.
- Arrange for one family member to act as liaison between the ward staff, family and friends. Please understand and respect that information cannot be given out unless the patient has given their permission.
- Please wash your hands on entering and leaving the ward by using the alcohol gel provided and use the public facilities available rather than those for our patients.
- Please do not visit if you are unwell yourself and please do not visit for at least 48 hours after your last episode of diarrhoea and vomiting.
- Understand and respect the decision to restrict visiting or to move your relative into an allocated side room.
- Assist your relative to keep their bed space tidy to enable our staff to be able to clean effectively.

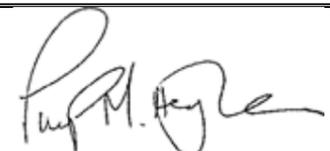
Chief Executive



Director of Nursing



Medical Director




*with the exception of our Critical Care and Maternity Wards