



Supporting our patients: visiting guidelines

Friends and family play a key role in caring for and supporting their relatives/friends during their hospital stay. We want to make sure that people can visit at a time that is convenient for them and when the person they are visiting would like to see them.

We ask all visitors to support us in making our open visiting arrangements work to suit everyone involved. We have put together a few simple guidelines to help us to work together to ensure that the needs of every patient are met.

For visitors

We aim to complete personal care by 11am and most ward rounds will take place in the morning. Being present during the ward round can help you to understand your relative/friend's condition, ask questions and hear of plans for their ongoing care. It can also help our teams as it reduces the need to answer queries from concerned relatives at other times of the day. If you would like to help your relative/friend to get ready for the day, or be present for the ward round (with the patient's permission) then do please visit in the morning, otherwise it would be helpful if you could wait until after midday to visit.

Days can feel very long when you are in hospital and it will help patients' recovery to remain active, both mentally and physically. Visitors can help in lots of different ways, so when you come to visit please consider doing some of the following:

- ✓ Help with your relative/friend's daily routine like washing, dressing and brushing their hair
 - ✓ Eat together – bring your own food in or get sandwiches or a takeaway from our restaurant or on-site shops
 - ✓ Bring in games to play – cards, puzzles, board games
 - ✓ Read books and newspapers together
 - ✓ Discuss local and national news
 - ✓ Go for a stroll around the hospital
 - ✓ Sit outside together in one of our courtyard gardens
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- Please remember that rest throughout the day is important, so allow the person you have come to see the opportunity to rest. Don't feel when you visit that you need to stay for long periods of time as this can be tiring for both of you. There may be times when we politely ask you not to visit to allow your friend/relative to rest
 - If you are visiting at mealtimes and your relative or friend needs help to eat it would be helpful if you assisted them, if you felt you were able to. We believe that patients often like this familiarity

- It is important that the confidentiality, privacy and dignity of all our patients are respected; so a member of staff may occasionally ask you to leave the bay for a short time. Patient confidentiality means that we may not be able to provide details about the reason for the request and we ask for your understanding. Please also appreciate that providing you with patient information will always be subject to the patient giving consent
- Wards are busy places and although we will try to answer your questions there may sometimes be a short wait until other essential tasks have been completed
- If you feel you need more detailed information we can arrange for you to speak to an appropriate member of staff. In our experience this works best when families nominate one person for us to liaise with about care
- Please speak to the nurse in charge if you are planning to bring children to visit a specialist area such as coronary care, this helps us to support both you and them
- Please use the chairs provided rather than sitting on the bed
- High standards of cleanliness are important so a housekeeper may ask you to move to allow thorough cleaning around the patient's bed. They will also alert you to any wet floors to ensure your personal safety
- Please use alcohol rub or soap and water on your hands on entering and leaving the wards and respect visiting restrictions if they need to be introduced for the purpose of infection control
- Please do not come to visit if you are feeling unwell, for example with a cough or cold. If you have had diarrhoea or vomiting please allow 48 hours after your last episode before you resume visiting

For the benefit of all our patients, please:

- Show the same respect and consideration to others that you would wish see given to the person you are visiting
- Limit visitors to no more than two people (including children) at one time
- Keep noise levels as low as possible to avoid disturbing other patients who may be resting or sleeping when you are visiting

We start to settle patients for the night from 8pm - we ask you to respect the need for all our patients to sleep. If you wish to stay later please discuss this with the nurse in charge. We may politely ask visitors to leave if our staff feel that it is in the best interests of the patients in the ward.

For patients

Please let friends and family know that they can visit at any time during the day. You will need time to rest, so we suggest that you do not ask people to visit or stay for the whole day. Ask your visitors to leave if you want to rest or do not wish them to be present while you are receiving treatment or nursing care.

For carers

If you are the main carer for the person you are visiting please ask the nurse in charge about our Carer's Passport.

Thank you for your support in helping us to put our patients first.