



## Burstow Ward

### Information for women and supporters staying overnight

If you choose to stay overnight please familiarise yourself with the information in this leaflet beforehand so you are aware of the ward guidance for staying overnight. Please follow the guidance to help us minimise disruption and maintain a comfortable environment for all who are staying on the ward. Thank you in advance for your understanding and cooperation.

#### Visiting times

We offer **open visiting** on Burstow Ward. Staying overnight on Burstow Ward in a supportive role is a decision for you and your partner or a significant other to make. It is not compulsory.

You will be sharing space with other supporters and mothers during an important life event.

#### Staff on the ward at night

Each bedside has a call bell to call for help when needed. The ward is often very busy and staff will prioritise the planned care they give to patients.



#### Facilities on the ward

Supporters are offered a chair at the bedside. Please do not share the hospital bed as they are not safe for two adults.

We operate a no co-sleeping policy within the maternity service. This means if you or mum feel sleepy, do not continue to hold your baby but return him or her to their cot. Exceptional tiredness and some medications can make co-sleeping particularly dangerous.

Please use the visitors' toilet only. This is located just outside the ward. Unfortunately there are no shower facilities available for use by visitors and supporters therefore you will need to return home to shower.

The ward does not have facilities to store food or drink, but there are many places throughout the hospital where you can purchase food or drinks. The Three Arches Restaurant is located on the first floor and services hot meals three times a day, as well as sandwiches and snacks. Other areas selling food and drinks are the League of Friends Coffee Shop at the East Entrance, and Boots and WH Smith near the Main Entrance. There are also several vending machines throughout the hospital. Please try to eat before coming to the ward for the night. Avoid snacking on the wards after 'lights out' (around 10pm) as this could cause disturbance to others trying to sleep.

## Respectful behaviour

We wish to preserve the dignity and safety of everyone on the ward, including the staff. We also aim to create a comfortable environment to enable sleep and rest for women and their babies.

### How you can help us

- Supporters must remain in their day clothes at all times
- Please keep noise to a minimum by speaking softly
- Do not use mobile phones or other handheld devices that may cause a nuisance for others
- Please do not wander around the ward or pace alone as this will alarm some patients
- If you need to use the visitors' toilet, please go straight there and return to the bedside

Please be aware that we reserve the right to ask you to leave at any time if your presence is disruptive, violent or aggressive. We will not hesitate to call security staff where necessary.

## Safety and security

Space is very limited. Please keep the area around the bed clutter free at all times so staff are able to provide care efficiently. Any items left on the floor around the bed could increase the risk of a trip or fall.



Please bring only essential items into the ward with you and store all items in the bedside locker.

Bed curtains should be left open to enable staff to observe and continuously monitor those in their care. Please only pull the curtains around for matters of personal privacy (for example, when breastfeeding).

Please make the staff aware if you have a medical condition or disability.

For security reasons, and in the event of a fire, the ward staff need to know who the supporter for each mother is on the ward at all times.

Please let the midwife know if you are planning to stay overnight. It is preferable to keep the same supporter overnight to minimise disruption.

Please let a member of staff know if you leave the ward during the night. The doorbell is noisy so keep exiting and entering the ward to a minimum.

**In the event of a fire you will be directed by the co-ordinating midwife.**

### When would it not be suitable to stay overnight as a supporter?

Sometimes it is not always suitable to stay overnight. For example if you are overtired you might not be able to provide overnight support to your partner.

If you have a medical condition requiring medication and you have not brought it along, it might not be suitable for you to stay overnight. We are unable to supply medication for supporters. Please speak to a member of staff if you have a medical condition as they will be able to offer advice.

### Contact us

If you have any questions about any of the information in this leaflet please don't hesitate to ask the midwife caring for you.

Thank you for your cooperation and we hope you have a comfortable stay on Burstow Ward.

#### Burstow Ward

East Surrey Hospital  
Redhill Surrey RH1 5RH  
Tel: 01737 231 653

[www.surreyandsussex.nhs.uk](http://www.surreyandsussex.nhs.uk)

#### Patient Advice and Liaison Service (PALS)

Telephone: 01737 231 958  
Email: [pals@sash.nhs.uk](mailto:pals@sash.nhs.uk)  
Write to: PALS, East Surrey Hospital  
Redhill, Surrey RH1 5RH

You can also ask a member of staff to contact PALS on your behalf.

This information can be made available in other languages and formats, including in larger text. Contact 01737 231 958 for help.

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Author: Postnatal ward manager, Burstow Ward

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