


# Visitor charter for adult patients

Our priority is to provide quality care for our patients and we understand that we optimise care by involving and recognising the invaluable role and contribution that family and carers provide. Visiting times are open from early in the morning until late in the evening for all our inpatient areas, to enable relatives and carers to feel more involved in the care that we provide in hospital and planning for discharge home.

<b>Staff will:</b>	<b>Relatives - we would like to invite you:</b>
Be polite and courteous at all times.	To be polite and courteous to staff, other patients and visitors.
Support relatives who wish to participate in their relative's care.	To ensure that no more than two people visit at any one time. Please discuss children visiting with the senior ward sister/charge nurse. You may be asked to leave the ward during doctors rounds to ensure confidentiality for other patients is maintained.
Do our best to create a calm and restful environment to help our patients recover.	To be respectful, our patients are poorly so please keep noise levels to a minimum and put your mobile phone on silent. Each ward has a specified quiet time, if you are visiting during the quiet time please adhere to the following: turn off mobile phones, two visitors only to a bed and keep communication to a minimum.
Use our skills to prioritise the planning of care to our patients and communicate our decisions.	To remember that rest is important and allow your relative the opportunity to rest for periods throughout the day. Be respectful of other patient's rest times and acceptable bedtime.
Keep family members and the next of kin informed of any information with the patient's permission.	To please not be offended if a member of staff asks you to leave for a short time as there will be occasions when privacy and dignity needs to be maintained for your relative and other patients within the vicinity or servicing and/or cleaning of the area needs to be undertaken.
Work hard to provide a clean hospital.	To please wash your hands on entering and leaving the ward by using the alcohol gel provided. Adhere to visiting restrictions enforced by infection control. Please do not sit on beds and use the chairs provided.
Support relatives who wish to participate at patient meal times.	To only arrange to visit at mealtimes if you would like to assist your relative or friend to eat their meals. Please keep your movement around the ward to a minimum when staff are serving meals.
Do all we can to protect patients from infection; on occasions this may result in restricting visiting times or moving patients to an allocated side room.	To please not disturb the nursing staff when they are administering medications.
Arrange for you to speak to a member of the medical team.	To understand and respect that information cannot be given out unless the patient has given their permission. If you feel you do not have sufficient information please let us know.
	To allow cleaning staff to undertake daily cleaning of bed areas; where patients are being barrier nursed you may be asked to leave the room so a full clean can be completed which may take up to half an hour.
	To please not visit if you are unwell and not visit for at least 48 hours after your last episode of diarrhoea or vomiting.
	To not bring in food for your own or relative's consumption. The staff will be happy to direct you to the nearest restaurant facility.
	To please be aware that you will be asked to leave if a medical emergency occurs.
	To refrain from smoking or using e-cigarettes within the hospital. Please ask a member of staff directions to the designated smoking area.