


Visitors Charter for Adult Inpatients .

Our priority is to provide quality care for our patients and we understand that we can optimise care by involving and recognising the invaluable role and contribution that family and carers provide. Visiting times are open 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.

Staff:- We will be:	Relatives:- We would like to invite you to be:
Polite and courteous at all times.	Polite and courteous to staff, other patients and visitors.
Support relatives who wish to participate in their relative's care.	Ensure that no more than two people visit at any one time. Please discuss children visiting with the Ward Manager. 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.	Be respectful, our patients are poorly so please keep noise levels to a minimum and put your mobile phone on silent.
Use our skills to prioritise the planning of care to our patients and communicate our decisions.	Do 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.
Keep family members and the next of kin informed of any information with the patients permission.	Only arrange to visit at mealtimes if you would like to take part or assist your relative or friend to eat their meal.
Arrange for you to speak to a member of the medical team.	Please do not visit if you are unwell and do not visit for at least 48 hours after your last episode of diarrhoea and vomiting.
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.	Please wash your hands on entering and leaving the ward by using the alcohol gel provided. Adhere to visiting restrictions enforced by Infection Control.
Work hard to provide a clean hospital.	Do not sit on patients beds and use the chairs provided.
Give your relative all the care they need, but we do have to make sure that all our patients needs are met.	Do not use the patient toilets or bathrooms. Please ask a member of staff the directions to the public facilities. Provide your relative with their toiletries, dentures, glasses and suitable clothing and footwear.
	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.
	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 bed time.
	Do not bring in food for your own consumption. The staff will be happy to direct you to the nearest restaurant facility.
	Please be aware that you will be asked to leave if a medical emergency occurs.
	Please do not disturb the nursing staff when they are administering medications.
	Do not smoke or use e-cigarettes within the hospital. Please ask a member of staff directions to the designated smoking area.