



# VISITORS' CHARTER

## ADULT INPATIENT WARDS

Our priority is to provide quality care for our patients. We recognise the important role families and other 'partners in care' can play in helping to improve patients' wellbeing and experience. Visiting times are open to enable relatives and carers to feel more involved in care, according to patient preference. This Charter explains what you can expect from us during your visit and what we would like from you in return.

	YOU CAN EXPECT OUR STAFF TO:	WE EXPECT VISITORS TO:
<b>PRIVACY, DIGNITY &amp; RESPECT</b>	<ul style="list-style-type: none"> <li>■ Be polite and courteous.</li> <li>■ Create a calm and restful environment ensuring patients are able to get adequate rest.</li> <li>■ Politely ask you to leave where necessary e.g. to ensure confidentiality, privacy, dignity, safety or respect for patients.</li> </ul>	<ul style="list-style-type: none"> <li>■ Be polite and courteous.</li> <li>■ Ensure only two visitors are present at any one time except in exceptional circumstances agreed by the nurse in charge.</li> <li>■ Seek agreement from the nurse in charge to visit between the hours of 10pm and 8am.</li> <li>■ Supervise children, monitoring their behaviour to ensure a safe and restful environment for the patient and an appropriate experience for the child.</li> <li>■ Accept that you may be asked to temporarily leave the ward.</li> <li>■ Be respectful of patients' need for rest and keep noise levels minimum e.g. mobile phones on silent.</li> </ul>
<b>SUPPORTING CARE</b>	<ul style="list-style-type: none"> <li>■ Support patients to define their "family" and how they would like them to be involved in care, care planning and decision making.</li> <li>■ Support mealtimes by limiting activities such as doctors' visits, tests etc. unless urgent to allow patients to eat and enjoy their meals.</li> </ul>	<ul style="list-style-type: none"> <li>■ Speak with nursing staff if you wish to be involved in supporting care according to patient preference.</li> <li>■ Understand that there may be times you are asked to temporarily leave the ward.</li> <li>■ Help facilitate timely discharge as appropriate through planning with the ward teams.</li> </ul>
<b>INFORMATION SHARING</b>	<ul style="list-style-type: none"> <li>■ Explain things clearly, ensuring information is shared according to patient preference.</li> <li>■ Only share patient sensitive information with the patients' consent.</li> <li>■ Arrange for you to speak to the ward manager or consultant if you have any questions or worries.</li> </ul>	<ul style="list-style-type: none"> <li>■ Inform staff of any specific needs of the patient.</li> <li>■ Respect that personal information cannot be shared without the patients' consent.</li> <li>■ Talk to the nurse in charge if you have any questions or worries.</li> </ul>
<b>INFECTION PREVENTION</b>	<ul style="list-style-type: none"> <li>■ Provide a clean environment and ensure that facilities for hand hygiene are available.</li> <li>■ Comply with infection prevention and control procedures and do all they can to protect patients from infection.</li> <li>■ On occasions this may result in: <ul style="list-style-type: none"> <li>• restricting visiting</li> <li>• moving patients to an allocated side room.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>■ Ensure hands are cleaned on entering and leaving the ward by using the hand sanitiser provided.</li> <li>■ Avoid visiting if unwell. If you have diarrhoea and / or vomiting do not visit until you have been clear of symptoms for 48 hours.</li> <li>■ Not sit on patients' beds or use patient toilets/ bathrooms.</li> <li>■ Adhere to any additional advice or restrictions advised by the Infection Prevention &amp; Control Team.</li> <li>■ Allow cleaning staff to undertake any necessary cleaning.</li> </ul>