



VISITORS' CHARTER

MATERNITY INPATIENTS, DEWSBURY

Our priority is to provide quality care for our women and babies. We recognise the important role partners, birth partners and families can play in helping to improve women's wellbeing and experience. Visiting times are open to enable family and friends to feel more involved according to the woman's 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:
PRIVACY, DIGNITY & RESPECT	<ul style="list-style-type: none"> Be polite and courteous. Create a calm and restful environment ensuring that mothers and babies are able to get adequate rest. Politely ask you to leave where necessary for example to ensure confidentiality, privacy, dignity or safety for women and babies. 	<ul style="list-style-type: none"> Be polite and courteous. Supervise children monitoring their behaviour to ensure a safe and restful environment for the woman and baby. Only siblings are permitted to visit. Be respectful of women's need for rest and keep noise levels to a minimum (e.g. mobile phones on silent).
SUPPORTING CARE	<ul style="list-style-type: none"> Support women to define their "family" and how they would like them to be involved in supporting her. Support mealtimes by limiting activities such as tests and monitoring unless urgent, to allow women to eat and enjoy their meals. Assist families in supporting women to eat. 	<ul style="list-style-type: none"> Be respectful of a woman's need to rest, feed her baby and allow time for precious bonding. Be respectful of other families' time and preferences.
INFORMATION SHARING	<ul style="list-style-type: none"> Explain things clearly to women and their chosen partner/birth partner. Only share patient sensitive information with the woman's consent. Arrange for women to speak to the Midwife in Charge if they have any questions or worries. 	<ul style="list-style-type: none"> Respect that personal information cannot be shared without the woman's consent. Talk to the midwife in charge if you have any concerns.
INFECTION PREVENTION	<ul style="list-style-type: none"> Provide a clean environment and ensure that facilities for hand hygiene are available. Comply with infection prevention and control procedures and do all they can to protect women and babies from infection. On occasions this may result in: <ul style="list-style-type: none"> restricting visiting moving women to an allocated side room. 	<ul style="list-style-type: none"> Ensure hands are cleaned on entering and leaving the ward by using the hand sanitiser provided. Not bring children under 16 to visit unless they are the women's own children or siblings of the baby. Avoid visiting if unwell. If you have diarrhoea and / or vomiting do not visit until you have been clear of symptoms for 48 hours. Adhere to any additional advice or restrictions advised by the Infection Prevention & Control Team.



VISITORS' CHARTER

MATERNITY INPATIENT WARDS, PINDERFIELDS

Our priority is to provide quality care for our women and babies. We recognise the important role partners, birth partners and families can play in helping to improve women's wellbeing and experience. 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:
PRIVACY, DIGNITY & RESPECT	<ul style="list-style-type: none"> Be polite and courteous. Create a calm and restful environment ensuring that mothers and babies are able to get adequate rest. Politely ask you to leave where necessary for example to ensure confidentiality, privacy, dignity or safety for women and babies. 	<ul style="list-style-type: none"> Be polite and courteous. Ensure only two visitors are present at any one time except in exceptional circumstances agreed by the midwife in charge. <p>Follow our visiting guidance:</p> <ul style="list-style-type: none"> Seek the agreement from the midwife in charge to visit between the hours of 10pm and 8 am. Only birth partners can visit women on our Delivery Suite (Gate 18a) and Pinderfields Birth Centre. Partners can stay overnight at our Birth Centre only. Supervise children monitoring their behaviour to ensure a safe and restful environment for the woman and baby. Only siblings are permitted to visit. Accept that you may be asked to temporarily leave the ward/bay. Be respectful of women's need for rest and keep noise levels to a minimum (e.g. mobile phones on silent).
SUPPORTING CARE	<ul style="list-style-type: none"> Support women to define their "family" and how they would like them to be involved in supporting her. Support mealtimes by limiting activities such as tests and monitoring unless urgent, to allow women to eat and enjoy their meals. Assist families in supporting women to eat. 	<ul style="list-style-type: none"> Be respectful of a woman's need to rest, feed her baby and allow time for precious bonding. Be respectful of other families' time and preferences.
INFORMATION SHARING	<ul style="list-style-type: none"> Explain things clearly to women and their chosen partner/birth partner. Only share patient sensitive information with the woman's consent. Arrange for women to speak to the ward manager, Labour Suite Coordinator or consultant if they have any questions or worries. 	<ul style="list-style-type: none"> Respect that personal information cannot be shared without the woman's consent. Talk to the midwife in charge if you have any concerns.
INFECTION PREVENTION	<ul style="list-style-type: none"> Provide a clean environment and ensure that facilities for hand hygiene are available. Comply with infection prevention and control procedures and do all they can to protect women and babies from infection. On occasions this may result in: <ul style="list-style-type: none"> restricting visiting moving women to an allocated side room. 	<ul style="list-style-type: none"> Ensure hands are cleaned on entering and leaving the ward by using the hand sanitiser provided. Not bring children under 16 to visit unless they are the women's own children or siblings of the baby. Avoid visiting if unwell. If you have diarrhoea and / or vomiting do not visit until you have been clear of symptoms for 48 hours. Not sit on the beds or use toilets or bathrooms designated for women. Adhere to any additional advice or restrictions advised by the Infection Prevention & Control Team. Allow cleaning staff to undertake any necessary cleaning.