



## Covid-19 Visitor's Charter

During these uncertain times we want to ensure staff and patient safety is the main priority. We have created this charter to explain what you can expect from us during your visit and what we would like from you in return.

You can expect our staff to:	
Privacy, dignity and respect	<ul style="list-style-type: none"> <li>■ Be polite and courteous.</li> <li>■ Be respectful at all times.</li> <li>■ Create a calm environment.</li> <li>■ Explain things clearly, ensuring information is shared according to patient preference.</li> <li>■ Politely ask you to leave where necessary e.g. to ensure patient confidentiality, privacy, dignity and safety.</li> </ul>
Supporting Care	<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>
Information Sharing	<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>
Infection Prevention	<ul style="list-style-type: none"> <li>■ Ensure appropriate hand hygiene is adhered to at all times.</li> <li>■ Wear the appropriate PPE (Personal Protective Equipment) at all times.</li> <li>■ Keep a 2 metre distance away from patients where ever clinically safe to do so in line with government guidance.</li> <li>■ Stagger appointment times to minimise patient cross contact</li> <li>■ Thoroughly clean all equipment and environments after every patient use.</li> </ul>

We expect our inpatient visitors and those attending outpatients to:	
Privacy, dignity and respect	<ul style="list-style-type: none"> <li>■ Please be polite and courteous, and follow instructions advised by hospital staff when visiting or using our hospitals.</li> </ul>
Supporting Care	<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>
Information Sharing	<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>
Infection Prevention	<ul style="list-style-type: none"> <li>■ Clean your hands using the disinfectant hand sanitiser provided, or soap and water on both entering and exiting the hospital and on entering or exiting any ward or department you visit.</li> <li>■ Keep a 2 metre distance away from other patients.</li> <li>■ Keep a 2 metre distance away from staff when at all possible.</li> <li>■ Bring as few belongings as possible to minimise the risk of infection.</li> <li>■ Not enter any of our hospital buildings unless: <ul style="list-style-type: none"> <li>○ you are receiving care for yourself,</li> <li>○ you are a carer supporting a patient or you are visiting an inpatient.</li> </ul> </li> </ul> <p><b>Visitors of inpatients must:</b></p> <ul style="list-style-type: none"> <li>■ Bring and wear a face covering on entering the hospital building and wear it at all times if you refuse to wear a face covering you will be asked to leave the hospital.</li> <li>■ Follow the visiting guidelines on our website.</li> </ul> <p><b>Out patients must:</b></p> <ul style="list-style-type: none"> <li>■ Bring and wear a face covering on entering the hospital building and wear it at all times, you will be asked to leave the hospital if you refuse to wear a face covering without an agreed reason from your clinician. There may be individual cases where a patient receiving care will be exempt from wearing a face covering; this will be determined by your clinician.</li> <li>■ Attend appointments alone, unless support is required from one carer. Only one parent / guardian to attend the outpatient department with children.</li> <li>■ Not attend your appointment if you have any of the below symptoms: <ul style="list-style-type: none"> <li>○ A new, continuous cough</li> <li>○ A high temperature</li> <li>○ A loss or change to your sense of smell or taste.</li> </ul> </li> </ul>

Please remember we are all in this together