

Visitors' charter

We have a policy of extended visiting on our wards from **11am to 8pm***.
Our wards support either one or two visitors at a time (check with ward staff).
Children under the age of 12 years old can only visit with the agreement of the nurse in charge.

We recognise the important role that loved ones, friends and carers play in supporting patients in their recovery. We have developed this charter in order to ensure that extended visiting is beneficial to everyone.

We ask our people to:

- ✓ Be polite and welcoming to everyone.
- ✓ Be supportive of visitors who wish to participate in the care of their relative or loved one.
- ✓ Keep each patient's next-of-kin/named contact well informed (with the patient's permission).
- ✓ Talk to visitors about how to make the most of their time on the ward.
- ✓ Do our best to create a calm, restful environment to help patients recover.
- ✓ Put patient care first, which might mean sometimes asking visitors to leave the bedside or finish a visit early.
- ✓ Protect patients from infections and diseases by washing our hands, and following infection prevention and control policy.

We ask you to:

- ✓ Be polite to everyone. Any violence or aggression towards our staff **will not be tolerated and we will take robust action.**
- ✓ Let the nurses know if you would like to help deliver care. If you would like to help your friend or relative at mealtimes, please ask the ward team about times.
- ✓ Provide your loved one with their toiletries, dentures, glasses, hearing aids, suitable clothing and footwear.
- ✓ Agree visiting times with other family or friends, so that patients **do not have more than the permitted number of visitors at a time.**
- ✓ Take breaks away from the bedside, to allow the patient time to rest – don't feel you have to be there all the time.
- ✓ Keep noise levels low and speak quietly.
- ✓ **Avoid disturbing our people doing important work, such as giving out medicine.**
- ✓ Be respectful of patients' privacy and dignity and leave the bedside if asked to.
- ✓ Please be aware that you will be asked to leave the ward if a medical emergency occurs.
- ✓ Support our people to deliver care or treatment to your friend or relative without delay e.g. physiotherapy or an X-ray.
- ✓ Use the alcohol hand rub or wash your hands each time you enter and exit the ward.
- ✓ Stay at home if you are unwell.
- ✓ Be supportive of visitors who wish to participate in the care of their relative or loved one.

*Our maternity, children's and critical care wards have different visiting arrangements - please take a look at our website (www.pah.nhs.uk) or ask our people. Our team are committed to providing high quality care. If you have any queries or concerns, please speak to the ward manager or matron. If you are in a clinic, ask for help at reception. In most cases, our people will be able to address your concerns at the time. If this is not possible, or your concerns are not resolved after talking to our people, please contact the patient advice and liaison service (PALS) and they will work with you to try to resolve your concerns as quickly as possible.

PALS are located in the main corridor. Email: paht.pals@nhs.net or telephone: **01279 827211**.

Visiting continues to be permitted without restrictions for the following circumstances:

- End of life care patients
- Where assistance is being provided for communication (e.g. learning disabilities, dementia or mental health)
- When the visitor is an unpaid or paid carer