

# Visiting Charter



This charter offers guidance to ensure that patients, visitors and staff alike have the best possible experience of visiting time at our hospital. Hospitals and wards are busy environments: patients need privacy and time to rest; so we hope that the following information is helpful.

**Our visiting times are 10am to 9pm, every day.**

**Our priority** is for our patients to receive the highest quality care in a safe, supportive and healing environment. We know that you share that priority and we recognise the invaluable contribution that visitors and carers can give when their loved one comes into hospital.

There are real benefits for patients when we work together. Visitors and carers can give comfort, help with care and provide emotional support which can significantly aid recovery and wellbeing for our patients.

**As a patient** you can expect to be given the opportunity to say who you would like to visit and be involved in your care during your admission.

**As a visitor** you can expect to be welcomed by the team and be included in the spirit of mutual respect and collaboration.

**As a carer** you can expect to be welcomed as a member of the care team, helping to provide continuity of care, support, comfort and important information throughout a hospital stay from admission through the transition to home and community care.

## Your visit

• If you intend to visit before 10am or after 9pm, please arrange this with the nurse in charge. It is helpful to know that for visitors the afternoon/early evening tends to be a quieter time on the wards.

• Visitors are reminded that many activities, such as ward rounds, drug rounds, and

treatment sessions, are time-critical. During these times, staff may not always be able to fully update you but they will always arrange for another time for this to happen as it is important.

• We actively encourage carers and if you would like to support your loved one at meal times and help with care, you will be welcomed. Please ask for a copy of our Carers' Charter for more information.

• Visitors and carers are asked to work with staff so their presence does not limit safe access to any patient at any time. Generally this means a maximum of two people per patient at any time.

• Visitors and carers whose loved ones are in bays with other patients are asked to be respectful and sensitive to other patients' privacy. There may be times when you are asked to wait outside a ward area when certain activities (procedures/discussions/ward rounds) take place on the ward.

• Children in patient areas must always be supervised and prior agreement from the nursing team should be gained for children under the age of 11.

• Disruptive behaviour and unsafe practices are not acceptable and, while rare, such situations will be addressed directly and promptly.

• If an outbreak of infection requires restrictions in the patient areas you will be advised of this by the nursing team, with individual patient needs taken into consideration.

Paul Mears,  
Chief Executive

Helen Ryan,  
Director of Nursing

Tim Scull,  
Medical Director

