

# Our Visitor Charter

The Golden Jubilee National Hospital welcomes all our visitors and acknowledges the valuable contribution made to our patients care and recovery. The following Charter explains how we can work together to provide safe care for our patients.

We do not have specific visiting hours as our intention is to enable you to visit when you wish. We appreciate the chance to work with our visitors and have local information to assist you. This information is available on the website and each Ward can give you a paper copy.

## Commitment from us

### We will create a healing restful environment

- Patient's visitors are always welcome and play an important role in healing and recovery, however some times of the day tend to be busier than others. There is often a lot of activity in the mornings and often certain procedures and investigations will be pre-planned for specific times. Please speak to a ward nurse for advice.
- We will ensure that there are times in the day when we leave people to rest and relax with their visitors.
- We will keep noise to a minimum.
- We want to make sure that our patients eat and drink well.



### We will keep your loved one safe

- We will comply with infection control procedures, ensuring that facilities for hand hygiene are easily accessible.
- We will make you aware of times when it would be helpful for staff not to be disturbed, for example during medicine administration or during Ward Rounds when staff are planning care.
- We want to provide a warm, welcoming and clean environment.



### We will keep you informed

- We will always try to make sure that a member of staff is available to speak with you.
- In order to protect privacy, we only give out general information over the phone and not specific medical details.
- We will only share sensitive information with the patient's consent.
- We will always listen carefully to you in order to understand the things that are really important to you.



### We will work with our visitors

- We will be polite and courteous at all times, we will be respectful and maintain dignity for all.



## Expectations from you

### Creating a restful environment

- In order to respect the needs of our patients, we ask you to have no more than two visitors at the bedside at any given time. Children must always be supervised.
- We recognise that there are times when more than two people might need to be in attendance. We are more than happy to discuss this, please just speak to a member of staff.
- Please keep noise to a minimum and respect other patients and visitors need for privacy.
- It's important to make sure you look after yourself and get plenty of rest.
- If you visit at mealtimes, please feel free to take part or assist your relative or friend to eat their meal.

### You can help us to keep your loved one safe

- Please wash your hands or use alcohol gel on entering and leaving all wards and departments
- Please speak to a nurse before entering a room that has an isolation sign.
- Please do not touch the patient's wounds or any medical equipment, such as drips or catheters, as this can cause infections.
- Please use the chairs provided. Please do not sit on the patient's bed, or use the patients toilet, as this can cause infections.

### Help us keep you informed

- It is very helpful if you can arrange for one person to be the contact between the ward staff, family and friends. This means staff can spend more time with patients. If this was to cause any difficulties, please just let us know.
- If ward rounds are taking place in communal areas, you may be asked to step outside for a short time to help maintain the patient's confidentiality.

### Our visitors will work with us

- Visitors will be polite, respectful and courteous to staff, patients and other visitors at all times.