

# Visitors charter

You can expect our staff to:

We respectfully expect you to:

## Privacy, dignity and respect

- be polite and courteous and respectful at all times
- create a calm environment
- politely ask you to leave where necessary (to ensure patient privacy, dignity, respect and safety).

- be polite and courteous
- follow the instructions of hospital staff when visiting or using our hospitals.

## Supporting care

- support patients to define their "family" and how they would like them to be involved in care, care planning and decision making
- support mealtimes by limiting non-urgent activities eg doctors' visits, and tests to allow patients to eat and enjoy their meals.

- speak with nursing staff if you wish to be involved in supporting care (depending on the wishes of the patient)
- understand that there may be times when you are asked to temporarily leave the ward
- help facilitate timely discharge as appropriate through planning with the ward teams.

## Information sharing

- explain things clearly, ensuring information is shared according to the wishes of the patient
- politely ask you to leave where necessary (to ensure patient confidentiality).

- inform staff of any specific needs of the patient
- respect that personal information cannot be shared without the patients' consent
- talk to the nurse in charge if you have any questions or concerns.

You can expect our staff to:

We respectfully expect you to:

## Infection prevention

- ensure appropriate hand hygiene is adhered to at all times
- wear the appropriate PPE (personal protective equipment) at all times
- keep a 2 metre distance away from patients and staff wherever clinically safe to do so in line with government guidance
- stagger appointment times to minimise patient cross contact
- thoroughly clean all equipment and environments after every patient use
- ask visitors to please bring only minimal personal belongings.

- complete a lateral flow test on the day of your visit (as close to your visiting slot as possible), which will need to be negative.
- 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
- keep a 2 metre distance away from other patients at all times and from staff when at all possible
- bring as few belongings as possible to minimise the risk of infection
- not enter any of our buildings unless: you are receiving care for yourself, you are a carer supporting a patient or you are visiting an inpatient
- bring and wear a face covering on entering the building. Whilst in the building, you will be required to wear a face covering at all times
- if you refuse to wear a face covering you will be asked to leave the hospital.
- follow the visiting guidelines on our website
- not attend your appointment if you have any of the symptoms below:
  - a new, continuous cough
  - a high temperature
  - a loss or change to your sense of smell or taste.

### Outpatients must:

- wear a face covering at all times unless your clinician has agreed that you don't have to
- attend appointments alone, unless support is required from one carer. Only one parent/guardian to attend the outpatient department with children.