

Welcome to our hospitals:

**A guide to visiting someone
in our care**

Visitors' Code

This document can be provided in different languages and formats. For more information please contact:

Patient Information Officer
QMC
C Floor, South Block
Tel: 0115 924 9924 ext. 67184

We know how important the presence of carers, relatives and friends is to our patients. Nottingham University Hospitals NHS Trust promotes person-centred visiting to ensure patients feel supported and their loved ones included. We know you will understand that patients need time for rest and privacy, just as they do at home. They also need time to receive care and treatment from a range of healthcare staff. Please be sensitive to the needs of all patients and look after yourself. Come and go as you and your relative or friend wishes during visiting.

Visiting times and arrangements: 11am – 8.30pm (all adult wards)

We are flexible. If a patient wishes to have someone with them at other times, or if our hours don't fit with work hours or caring responsibilities, let us know and arrangements will be made.

We aim to foster an environment of respect, politeness and helpfulness between staff, patients and visitors. This helps to ensure the best outcomes and experience for everyone. Please promote healthy visiting and read the Visitor Information on the ward or on our website: www.nuh.nhs.uk/patients-visitors-visitors

Protect

Patients can easily pick up infections, and so can visitors.

Please follow these simple steps:

- If you have a heavy cold, or flu, or have had diarrhoea and/or vomiting in the last two days, please don't visit
- Wash your hands with the gel provided as you enter and leave. It's always okay to ask staff if they have cleaned their hands before they touch a patient
- Sit on chairs but not beds
- Don't touch drips, needles, catheters, wounds, dressings, monitors etc.
- No fresh flowers – sorry, the water in vases can carry germs
- Use visitor toilets only. These are off the ward, please ask for directions
- Ask our staff whether it's appropriate for young children to visit

Safety

- We ask relatives and friends to allocate **one** person to contact the hospital for updates and to share news with others as their loved one wishes
- Poorly people welcome quietness; we ask visitors to silence phones and keep noise to a minimum
- Don't take photos or videos of patients, visitors or staff or comment on social media about other patients, visitors or staff without consent
- Avoid distracting or interrupting staff who are checking and giving medicines and other treatments
- If patients or visitors have concerns about any form of safety in our hospital, or don't feel they have been listened to, we ask that they speak to the Ward Manager, Matron, Deputy Chief Nurse or contact our PALS team on 0800 183 0204 or PALS@nuh.nhs.uk This includes concerns about cleanliness, safeguarding, standards of care and treatment

We are a Smokefree Hospital

- We ask patients, visitors and staff not to smoke anywhere within the hospital buildings or grounds
- The use of e-cigarettes is allowed outdoors but they must not be used in any hospital buildings
- We offer advice, help and support to our patients to stop smoking permanently or while they are in hospital (our on-site pharmacies can also help)

Respect

Patients need energy, privacy, time and space to receive care, treatment and rehabilitation from a range of healthcare staff:

- We ask visitors to be sensitive to the needs of your relative or friend and neighbouring patients
- Avoid overwhelming patients and the space; one to two visitors at a time works well
- Be understanding if staff ask you to step away or leave the ward for the benefit of any patient. Sometimes patients have tests and treatments both on the ward and in other hospital departments
- We have a zero tolerance policy towards all forms of abuse and violence

Assist

Here are some ways you can help and support your relative or friend:

- Give the nurse all the medicines your relative or friend takes, including tablets, liquid medicines, insulin, inhalers, eye or ear drops, nasal sprays, patches and creams
- Let the nurses know if you act as their carer so that we can support and involve you as much as you wish
- Bring in clean clothing and well-fitting shoes or slippers for them and take dirty clothes home. Being up and dressed, when appropriate, has been shown to benefit patients of all ages
- Bring in any items that assist them in daily life, e.g. glasses, hearing aids, dentures, walking aids etc.
- Be active together – do puzzles, play games, encourage them to move about, go for a walk (check with staff first) etc.
- Encourage your relative or friend to eat and drink (as appropriate). If they would like your support at mealtimes, you are welcome to stay with them
- Check if your relative or friend needs a rest
- If your relative or friend is approaching the end of their life, we will support you. Ask us about SWAN care

Refresh

Visiting can be tiring; please look after yourself.

- Ask our staff if you have any worries, questions or concerns about your relative or friend's condition, care or discharge arrangements
- Stay for shorter or longer periods of time. It's okay to take a break if you would like to
- Eat and drink regularly – there are several cafes in our hospitals
- Get some fresh air, relaxation and sleep. We will contact you if necessary

Feedback

We value and appreciate honest feedback during and after your relative or friend's stay. Ward staff can show you how to give this, or visit www.nuh.nhs.uk/share-your-feedback.

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment please speak to a member of staff or contact the Patient Advice and Liaison Service (PALS):

Freephone: 0800 183 0204

From a mobile or abroad: 0115 924 9924 ext 65412 or 62301

E-mail: pals@nuh.nhs.uk

Letter: NUH NHS Trust, c/o PALS, Freepost NEA 14614, Nottingham NG7 1BR

www.nuh.nhs.uk

The Trust endeavours to ensure that the information given here is accurate and impartial.