

Welcome to our hospitals:

**A guide to visiting someone in
Nottingham Children's Hospital**

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



Nottingham
Children's
Hospital

**We Listen
We Care**

The logo consists of three overlapping circles in purple, orange, and green, positioned to the right of the text 'We Listen We Care'.

We know how important parents, carers, family and friends are to children and young people. Nottingham University Hospitals NHS Trust promotes person-centred visiting to ensure patients feel supported and their family or carers included. We know you will understand that unwell children and young people 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.

Visiting times and arrangements:

- **All children and young people can have a parent or their main carer resident with them at all times**
- **Our visiting times for other family and friends are from 8am – 8pm**
- **We ask that there should be no more than the child's main carer and 2 other visitors at the bedside at any one time**
- **Siblings must be supervised by an adult at all times whilst visiting**

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 read the following visitor information and promote healthy visiting for all.

Protect

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

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, not on 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

Safety

- Parents and guardians/carers can phone us for updates
- Poorly children and young people welcome quietness; please silence phones and keep noise to a minimum
- Don't take photos or videos of babies, parents/carers, visitors or staff or comment on social media about other babies, parents/carers, visitors or staff without consent
- Avoid distracting or interrupting staff who are checking and giving medicines and other treatments
- If you have concerns about any form of safety within the hospital, or don't feel you have been listened to, please ask to speak to the Ward Manager, Matron, Deputy Chief Nurse or contact our PALS team on 0800 1830204 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:

- Be sensitive to the needs of the other families and children on the ward
- Avoid overwhelming children and the space; one to two visitors at a time in addition to parents/the main carer 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 child or friend:

- Give the nurse all the medicines your child takes, including tablets, liquid medicines, insulin, inhalers, eye or ear drops, nasal sprays, patches and creams
- Bring in clean clothing and well-fitting shoes or slippers for your child and take dirty clothes home
- Bring in any items that help your child in their daily life at home such as glasses, favourite toy or blanket, games
- Be active with your child / friend – do puzzles, play games, encourage them to move about, go for a walk (check with staff first), etc.
- Encourage your child or friend to eat and drink (we are sorry but we are unable to store food)

Refresh

Visiting can be tiring; please look after yourself.

- Ask our staff if you have any worries, questions or concerns about your child's condition, care or discharge arrangements
- Eat and drink regularly – there are several cafes in our hospitals
- Get some fresh air and try to take regular breaks

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.