

Visitors' Charter

We recognise that families and carers know their family member better than anyone and that they make an invaluable contribution to helping the recovery of patients. We encourage visiting and the involvement of visitors whilst patients are in hospital and will always listen to, respect and respond to information or concerns provided by families and carers. There are many ways that visitors can be involved in patient's care and we are happy to support these should the patient wish. Visiting hours are 8am to 9pm* each day in our adult inpatient areas. The aim of this Visitors' Charter is to provide guidance to support our extended visiting times at University Hospitals Bristol NHS Foundation Trust.

*Carers are welcome on our adult wards outside of general visiting times; there are restrictions to extended family and friends within the antenatal, postnatal and neonatal intensive care unit areas of St Michael's Hospital.



Expectations of staff	Expectations of visitors
We will be polite and courteous at all times.	Visitors will be polite and courteous to staff, patients and other visitors at all times.
We will always respect and support carers and or relatives who would like to participate in their relative's care whilst respecting the privacy, dignity and needs of other patients.	Please be mindful of other patients within the vicinity and ensure that there are only two visitors present at any one time. Please be aware that you may be asked to leave the ward during doctors' rounds, during protected mealtimes or when the person you are visiting requires some specific care or needs to rest.
We will strive to create a restful and calming environment to help our patients recover.	Visitors should respect that our patients are unwell and keep noise levels to a minimum and ensure your mobile phone is on silent. Children under the age of 11 are not normally allowed to visit unless they are the child or grandchild of the patient. We ask that when children visit, their visit is limited to 30 minutes and that they remain under direct supervision by family members at all times. It is acknowledged that children may be a young carer for a relative and in such cases they may visit throughout normal visiting.
We will do all we can to protect patients from infection.	Visitors should not visit if they are unwell. <u>If you have had diarrhoea or vomiting, stay away from the hospital for 48 hours after your last episode of diarrhoea and vomiting.</u> Ensure you use the hand gel provided on entering and leaving the ward, and speak to the nurse in charge of the ward if you are visiting a patient in a single room with an isolation sign displayed. Visitors must adhere to any visiting restrictions enforced by the infection control team.
We will strive to ensure that our patients' nutritional needs are met.	Protected mealtimes are periods of time when activities such as doctors' rounds and tests, unless urgent, are limited whilst patients' meals are served and eaten. Family and carers are welcome to help with mealtimes but we ask that other visitors leave to enable patients to enjoy their meal uninterrupted.
We will provide your relative all the care they require, and we must ensure that all their needs are met.	Patients receive visits and care from a wide range of clinical staff throughout the day. Visitors should leave if requested, to enable us to deliver the care that patients require in a timely way.
We will strive to keep family members and next of kin informed with the information that the patient wishes them to know.	Visitors should nominate one family member, where possible, for us to communicate with about the patient's care. Please understand that information cannot be given out unless the patient has given their permission. If you feel you do not have sufficient information, please discuss this with us.