Visiting Someone in Hospital

Nursing

Directorate of the Chief Nurse

This leaflet has been designed to give you important information you will need to know and follow as a visitor to our hospitals.

For more information about our Trust and the services we provide please visit our website.  www.nlgnhs.uk
Welcome to our hospitals

In 2008, the Northern Lincolnshire & Goole Hospitals NHS Foundation Trust introduced new guidance for visitors.

This is designed to help patients get the vital rest that they need and control the environment in which care is delivered. The Trust is committed to working with patients and their visitors whilst also promoting safety, privacy and dignity and infection control. Staff caring for patients will also be asked to minimize interventions during visiting times.

For most people who are in hospital, having family and friends to visit is the highlight of their day. We know that visitors can make a big difference to a patient’s recovery.

But the difference you make can depend on what you do when you are at the hospital. For instance, a constant flow of visitors can be tiring for some patients and interfere with their care and treatment.

As well as this, the more people that come into a ward, the greater the chance of infection. This is because patients in hospital are already unwell and therefore much more likely to pick up infections than they would normally.

Following feedback from patients and visitors, the Trust has introduced a Visitor’s Code which sets out some simple and sensible guidelines which will help the patient that you are visiting.

Although the principles of this guidance apply to all areas of the Trust, across all sites, the following specialized areas may have different guidance due to the specific needs of their patients:

- Coronary Care Units
- Medical Admissions Units
- Intensive Care Units
- Children’s Wards
- Neonatal Intensive Care Units
- Maternity Wards

Please contact the Wards or Units directly for specific visiting information for the above areas.

Would all visitors please note the Northern Lincolnshire & Goole Hospitals NHS Foundation Trust is a Smoke-Free Trust and as such smoking is not permitted in our buildings or grounds.

The Visitor’s Code

All visitors are asked to help hospital staff to help those in their care by adhering to the following simple rules:

Please observe the visiting times indicated

2.30pm to 4.00pm

And

6.30pm to 8.00pm

In circumstances where visits outside of normal visiting times are considered to be in the patients best interest and not detrimental to the care of others, special permission will be granted by the Ward Manager / Nurse / Midwife in Charge and recorded in the patient care plan. This supports the Trust Policy on the Involvement of Carers in Patient Care Provided in Hospital.

Do not share your relative’s toiletries, tissues etc or items of hospital equipment with other patients unless it has been approved by a member of the nursing team.
Do not visit wearing a uniform worn in other health care settings, such as Nursing or Residential Care Homes.

Visitors are asked to observe the following

Adhere to the maximum numbers of visitors allowed:

- This is 2 visitors at the bedside at any time, unless special permission is granted by the Ward Manager / Nurse or Midwife in Charge
- Please note that if a clinical procedure needs to be undertaken in a ward area you may be asked to leave the ward temporarily. The Clinical procedure may not be affecting the patient you are visiting, but may be in the same bay

Do not visit if you are unwell:

- Visitors should be free of any symptoms of vomiting or diarrhoea for 72 hours before coming to the ward
- With reference to coughs and colds and other infections you should be symptom free before coming to the wards

Use the hand rub provided as you enter and leave the ward:

- When visiting a ward that is closed due to an outbreak, soap and water hand wash should be used
- Wash and dry your hands after visiting the toilet

Do not sit on the bed or use the patients’ toilets:

- Only use toilets designated for visitors, ward staff will tell you where the public toilets can be found

Do not touch your relatives’ or friends’ wound or any devices such as drips or catheters.

When visiting patients who are being nursed in Isolation Rooms check with the Nurse / Midwife in Charge about any precautions that need to be taken.

Talk to the Nurse / Midwife in Charge or ask to see the Matron if you have any concerns about the cleanliness of the hospital environment.

Children

Patients’ children or grandchildren may visit following discussion with the Ward Manager / Nurse / Midwife in Charge and subject to the following conditions:

- They are supervised by a responsible adult at all times, acknowledging that they will, politely, be asked to leave if they roam the ward or disturb other patients
- That they follow the above criteria for visiting e.g. use of hand rub, not sitting on beds etc
- That the patient / parent accepts there may be times, due to unforeseen ward activity, that visiting for children may be declined e.g. during emergencies

In some circumstances visiting may be possible outside of the ward environment, please discuss with the Ward Manager / Nurse / Midwife in charge.

Please do not change baby’s nappies on the wards. Nappy changing facilities are available in the public toilets.

If you have any concerns about the cleanliness of the environment, please speak...
with the Ward Manager / Nurse / Midwife in Charge or ask to see the Matron on duty.

**Carers**
If you are involved in giving care to a patient, please speak with the Ward Manager about how you can continue to do this whilst they are in hospital.

**Concerns and Queries**
If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email: nlg-tr.PALS@nhs.net

**Confidentiality**
Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

**Moving & Handling**
The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, you may speak to any member of the nursing staff, the designated keyworker within the department or the Trust Moving & Handling Coordinator.

**Zero Tolerance - Violent, Threatening and Abusive Behaviour**
The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.
All acts of criminal violence and aggression will be notified to the Police immediately.

**Risk Management Strategy**

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.