

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.



Information for patients and visitors

Welcome to our Trust

In 2008, the Northern Lincolnshire & Goole 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 and a Visitor Pledge 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 Assessment / Clinical Decision 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 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 displayed at the entrance to the ward.

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 Sister / Charge Nurse / Midwife in Charge and recorded in the patient records 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.



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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 Sister / Charge Nurse / 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 Sister / Charge Nurse / 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 Sister / Charge Nurse / 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 Sister / Charge nurse / Nurse / Midwife in Charge or ask to see the Matron on duty.



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Carers

If you are involved in giving care to a patient, please speak with the Ward Sister / Charge Nurse about how you can continue to do this whilst they are in hospital.

Visitor Pledge

What we will do for you, as visitors

- We will introduce ourselves, treating you with respect and politeness
- We will give you our names so you know who you've spoken to
- We will strive to answer any questions you may have, in a way that you can understand, whilst always respecting the confidentiality of our patients
- We will offer you a private place to talk if you wish, wherever possible
- We will always try to be flexible if you have special visiting needs, please speak to the ward staff
- We will always strive to deal with any issues that you have in an appropriate and timely manner but ask that you speak to the ward or department as the first point of contact

What we would like you, as visitors to do

- Please always behave in a respectful manner to all our staff. We do not accept aggressive or abusive behaviour being directed toward us or others
- Please agree as a family who will call the hospital, so that one person makes the call and gives feedback to everyone – this will help free up staff from answering the telephone and enable them to spend more time at the patient's bedside

- Please respect that if you turn up outside of visiting hours you may not be able visit – please always make these arrangements with the ward staff
- Please be respectful whilst using your mobile phone whilst making sure you do not inconvenience others. It may be appropriate to make calls off the ward area and it would be considerate to have your phone on silent mode. The taking of photos with mobile devices is not allowed, this is to protect the privacy and dignity of others in our care
- We ask that you are mindful that any actions which may lead to staff, patients or other member of the public feeling vulnerable will be dealt with according to Trust policies and procedures

Chaplaincy

Chaplains are employed by the Trust and work in the hospital alongside other members of the clinical team to ensure that patients' stays in hospital are as positive as possible. Chaplains are available for all people, whether they have a faith or not.

Chaplains are also there to support visitors to the hospitals. Sometimes having a friend or loved one in hospital can be a worrying time, the Chaplains are happy to meet with visitors and can be contacted through ward staff or by asking the hospital switchboard to contact the Chaplaincy Office. The Chapels in our hospitals are also open for all to use, and we encourage visitors to make use of these quiet and peaceful spaces.

The Trust Chaplaincy Office can be contacted on 01724-203474.



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Research

Northern Lincolnshire & Goole NHS Foundation Trust is a research active organisation and we believe that today's research is tomorrow's healthcare. You or your friend / relative may be asked to participate in research activity. If you would like any further information please contact the Research & Development Department on hospital extension 2846 or speak to the nurse in charge of your care for more advice.

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.

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.



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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, please speak to a member of staff in the ward or department you are visiting.

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scarcho Road
Grimsby
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
01405 720720

www.nlg.nhs.uk

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