

Patient Centred Visiting

Visitors Charter

We observe Patient Centred Visiting. We ask that you are not offended when during periods of high activity you may be asked to leave the ward; we need to carry out daily activities and visiting cannot interrupt planned interventions and therapies.

Outlined below is NHS Western Isles commitment to what visitors can expect of us and what is expected of them, this ensures that our visiting times remain person centred and are focused on the needs of our patients.

What we can do for you:	What you can do for us:
We will ask the patient who they would like to be involved in their care.	Please advise us at the earliest opportunity if you are the patient's named carer, informing us of any specific needs that they may have. Please identify one family member to be the main contact between ward staff, family and friends.
We will keep the named carer, family member or next of kin (as authorised by the patient) informed of any information which the patient wishes them to know.	We expect you to understand and respect the fact that no information can be given without the patient's consent. In order to protect confidentiality we can only give out general information over the phone and not specific medical details. Any information provided can only be provided with the express consent of the patient.
We aim to be flexible in our visiting times and try to meet all our patients' needs. Our recommended visiting times are between 2pm-8pm. However, should you need to visit outwith these times, we aim to be flexible and ask you discuss this with the Nurse in Charge of the ward.	If the person you wish to visit is not a close family relative, please report to the nurse in charge to check if they are in a position to receive visitors. The person you have come to see needs some quiet time to recover and rehabilitate. Please ensure you do not overtire them by over extending your visit. Please make sure that no more than two people visit any patient at any one time. Patients in the High Dependence Unit (HDU) should only receive visits from immediate family/named person, unless authorised by the HDU Senior Charge Nurse.
We will provide a warm, welcoming clean environment.	We prioritise protecting our patients from infection. To do this staff may ask you to leave the ward for a period of time to allow cleaning in and around the ward area to take place.
We have policies and procedures in place to combat cross transmission of infection.	Please do not visit if you are unwell or have been unwell within the last 48 hours. Please ensure you follow guidance on the infection prevention and control precautions displayed on the ward. We expect you to perform hand hygiene on entering and leaving each ward and bay. Do not sit on patients' beds.
We will ensure patient confidentiality at all times.	When ward rounds are taking place, you will be asked to step outside for a short time; this helps us maintain patient confidentiality. Patients and their visitors are asked to please respect the privacy of other patients and their families. Under data protection laws you are not allowed to look at any patient's record.
We may need to ask you to leave for a short time while we deliver care to your relative/friend or to another patient on the ward.	We realise that any request to leave the area during your planned visit is an interruption. We will only do this when absolutely necessary. We ask that you respect this request and wait until we tell you that you can return to the bedside.
We try to create a calm environment to help our patients to recover. We will give your relative or friend all the care they need, but we must make sure that the needs of all patients are met.	We ask that you help keep noise levels as low as possible. Children must be accompanied and supervised at all times and for safety reasons must not be allowed to run around or climb on beds. Please speak to the Nurse in Charge if you are planning on bringing young children.
We will be polite and courteous to you.	We expect visitors to show the same courtesy to all patients, other visitors and staff.
We aim to make sure that meal times are at approximately the same time each day.	Patient mealtimes are protected. Unless you normally support or encourage a patient to eat, as agreed with the Senior Charge Nurse, the only people on the ward routinely at mealtimes should be nursing and domestic staff.
We aim to discharge our patients as soon as they are clinically fit for discharge.	Please provide the patient with their day clothes (as well as night clothes) to allow them to be up dressed and mobilised as part of their rehabilitation.

Restrictions to Visiting

For the wellbeing of patients, there may be times when NHS Western Isles needs to temporarily limit/stop visitation, when this occurs steps will be taken to inform visitors and patients.

Information will be clearly posted within the main hospital reception, information boards and at the entrance to each ward affected. Information will also be shared via NHS Western Isles communication channels including twitter, facebook and NHS Western Isles website. Further information entitled 'Visiting: Guidance for Families and Visitors' can be found at www.wihb.scot.nhs.uk

Thank you for your co-operation and understanding.

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