

Visitors Charter

We recognise the important role that friends and loved ones play in supporting with a child or young person's care in hospital. We have a policy that visiting should be encouraged and facilitated in all circumstances.

On the main children's wards, open visiting is in place for up to two parents/carers/advocates, in addition siblings are also encouraged to visit. Up to two other visitors are permitted between 12 – 7.30pm.

Due to space and capacity only one parent/carer/advocate can stay overnight, siblings are not permitted to stay overnight.

On the neonatal units there is unrestricted access for both parents/support person and siblings. Visiting for anyone other than parents/support person/siblings will be between 2 – 8pm.

Our visitors charter explains what you can expect from us during your visit and what we would kindly ask of you in return.

You can expect our colleagues to	We expect our visitors to
<ul style="list-style-type: none"> ▶ Be polite and professional at all times ▶ Be supportive of family, next of kin and carers who wish to participate in the care of the child/young person 	<ul style="list-style-type: none"> ▶ Be polite and courteous to colleagues, other patients and visitors ▶ Ensure that no more than two people are present at the bedside/cot at any one time (in exceptional circumstances this can be discussed with the nurse in charge and alternative arrangements agreed) ▶ Know that you may be asked to leave the ward area during doctors rounds to ensure confidentiality for other children is maintained ▶ Provide essential personal items like toiletries, glasses, suitable clothing and footwear, as well as your child's nappies, milk, feeds etc
<ul style="list-style-type: none"> ▶ Do their best to create a calm and restful environment to help patients relax and recover 	<ul style="list-style-type: none"> ▶ Be respectful – our patients are unwell so please keep noise to a minimum and phones on silent
<ul style="list-style-type: none"> ▶ Use our skills to prioritise caring for all patients, and communicate these decisions with visitors ▶ Support patients' next of kin who wish to speak to a member of the medical team 	<ul style="list-style-type: none"> ▶ Understand and respect that information cannot be given out unless the patient/parent has given their permission ▶ Recognise that due to patient care priorities you may have to wait to speak to medical staff
<ul style="list-style-type: none"> ▶ Work hard to provide a clean hospital and do all they can to protect patients from infection. This may mean restricting visiting options or moving patients into a side room 	<ul style="list-style-type: none"> ▶ Clean your hands on entering and leaving the ward by using the alcohol gel provided, and follow all hygiene rules ▶ Stay at home if you are unwell and don't visit for at least 48 hours after your last episode of vomiting and diarrhoea ▶ Use the public toilets and bathrooms instead of patient facilities. Ask a colleague for directions ▶ Not sit on patient beds and use the chairs provided ▶ Not smoke or use e-cigarettes anywhere in the hospital or its grounds ▶ Ensure that your child/siblings are supervised at all times whilst using the playroom and tidy after use
<ul style="list-style-type: none"> ▶ Keep everyone safe by acting when we see measures that are put in place to reduce risk to ourselves and others are not complied with. If necessary, this may include issuing warnings to those who consistently refuse to comply with the Royal Devon code of conduct 	<ul style="list-style-type: none"> ▶ Consider the impact of your actions and behaviour on the person you are visiting, other patients, visitors and colleagues ▶ Be considerate to staff if you are asked to change the way you are acting or behaving ▶ Not raise your voice, use inappropriate language or act in an aggressive manner when speaking to any member of staff or member of the public
<ul style="list-style-type: none"> ▶ Provide the necessary care to all patients within our ward and ensure that all patients get enough rest, as this is an important factor in their recovery 	<ul style="list-style-type: none"> ▶ Remember that rest is important and allows the person that you are visiting the opportunity to rest for periods throughout the day – be respectful of other patients' rest times and acceptable bed times
<ul style="list-style-type: none"> ▶ Be respectful to each patient and ensure that we understand who is important in their life and try and facilitate appropriate visiting for everyone, including siblings/children 	<ul style="list-style-type: none"> ▶ Discuss children visiting with the nurse in charge and be respectful if we inform you that children cannot visit ▶ If children do visit please ensure that they are well-behaved, do not run around and follow the infection control measures ▶ If children do not follow the above requirements, we will ask that they leave. If this happens, please be respectful of our decision
<ul style="list-style-type: none"> ▶ Support you in resolving your complaints or concerns in real time 	<ul style="list-style-type: none"> ▶ Discuss any complaints or concerns with the nurse in charge