

# Adult inpatient wards

# Visitors Charter



Royal Devon  
University Healthcare  
NHS Foundation Trust

We have a policy of open visiting between the hours of **9am and 10pm** for our adult inpatient areas, as we recognise the important role that friends and loved ones play in supporting with a patient's recovery. Our visitors charter explains what you can expect from us during your visit and what we would kindly ask of you in return. Visiting outside of these times can be arranged with the nurse in charge.

You can expect our colleagues to	We expect our visitors to
<ul style="list-style-type: none"> <li>➤ Be polite and professional at all times</li> </ul>	<ul style="list-style-type: none"> <li>➤ Be polite and courteous to colleagues, other patients and visitors</li> </ul>
<ul style="list-style-type: none"> <li>➤ Be supportive of family, next of kin and carers who wish to participate in the care of the person in hospital</li> </ul>	<ul style="list-style-type: none"> <li>➤ Ensure that no more than <b>two</b> people visit at any one time (in exceptional circumstances this can be discussed with the nurse in charge and alternative arrangements agreed)</li> <li>➤ Know that you may be asked to leave the ward area during doctors rounds to ensure confidentiality for other patients is maintained, or during a medical emergency</li> <li>➤ Provide essential personal items like toiletries, glasses and suitable clothing</li> </ul>
<ul style="list-style-type: none"> <li>➤ Do their best to create a calm and restful environment to help patients recover</li> </ul>	<ul style="list-style-type: none"> <li>➤ Be respectful – our patients are unwell so please keep noise to a minimum and phones on silent</li> </ul>
<ul style="list-style-type: none"> <li>➤ Use our skills to prioritise caring for all patients and communicate these decisions with visitors</li> <li>➤ Keep each patient's next of kin/named contact well informed (with the patient's permission)</li> <li>➤ Support patients' next of kin who wish to speak to a member of the medical team</li> </ul>	<ul style="list-style-type: none"> <li>➤ Understand and respect that information cannot be given out unless the patient has given their permission. If you feel you do not have sufficient information please let us know</li> <li>➤ Avoid disturbing nursing staff when they are giving out medication, or attending to another patient</li> <li>➤ Recognise that due to patient care priorities you may have to wait to speak to medical staff</li> </ul>
<ul style="list-style-type: none"> <li>➤ 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</li> </ul>	<ul style="list-style-type: none"> <li>➤ Clean your hands on entering and leaving the ward by using the alcohol gel provided and follow all hygiene rules</li> <li>➤ Stay at home if you are unwell and don't visit for at least 48 hours after your last episode of vomiting and diarrhoea</li> <li>➤ Use the public toilets and bathrooms instead of patient facilities. Ask a colleague for directions</li> <li>➤ Do not sit on patient beds and use the chairs provided</li> <li>➤ Do not smoke or use e-cigarettes anywhere in the hospital or its grounds</li> </ul>
<ul style="list-style-type: none"> <li>➤ 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</li> </ul>	<ul style="list-style-type: none"> <li>➤ Consider the impact of your actions and behaviour on the person you are visiting, other patients, visitors and colleagues</li> <li>➤ Be considerate to staff if you are asked to change the way you are acting or behaving</li> </ul>
<ul style="list-style-type: none"> <li>➤ 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</li> </ul>	<ul style="list-style-type: none"> <li>➤ Remember that rest is important and allow 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</li> </ul>
<ul style="list-style-type: none"> <li>➤ 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 children</li> <li>➤ Be open and honest with you – sometimes it is not appropriate to allow children to visit and we will inform you of this and always explain the reason why</li> </ul>	<ul style="list-style-type: none"> <li>➤ Discuss children visiting with the nurse in charge and be respectful if we inform you that children cannot visit</li> <li>➤ If children do visit please ensure that they are well-behaved, do not run around and follow the infection control measures</li> <li>➤ If children do not follow the above requirements, we will ask that they leave. If this happens please be respectful of our decision</li> </ul>
<ul style="list-style-type: none"> <li>➤ Support you in resolving your complaints or concerns in real time</li> </ul>	<ul style="list-style-type: none"> <li>➤ Discuss any complaints or concerns with the nurse in charge</li> </ul>
<ul style="list-style-type: none"> <li>➤ Support patients to enjoy their meals without unnecessary interruptions</li> </ul>	<ul style="list-style-type: none"> <li>➤ Consider visiting outside of mealtimes, unless it is to support and encourage loved ones to eat well whilst in hospital</li> </ul>