

Visitors Charter

We recognise the important role that friends and loved ones play in supporting with a patients' care pathway. We have a policy that visiting should be encouraged and facilitated in all circumstances and no patient should be alone, unless through their own choice. Patients attending this department may bring one person with them as standard, exceptions to this will be considered following discussions with the department lead.

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 	<ul style="list-style-type: none"> ▶ Be polite and courteous to colleagues, other patients and visitors
<ul style="list-style-type: none"> ▶ Be supportive of family, next of kin and carers who wish to participate in the care of the person attending the hospital/ department ▶ Use our skills to prioritise the planning of care to our patients and communicate our decisions 	<ul style="list-style-type: none"> ▶ Not be offended if a member of staff asks you to leave for a short time, as there will be occasions when privacy and dignity need to be maintained for the person you are with and other patients within the vicinity
<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"> ▶ Work hard to provide a clean hospital and do all they can to protect patients from infection 	<ul style="list-style-type: none"> ▶ Clean your hands on entering and leaving the department/ hospital 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 ▶ Do not smoke or use e-cigarettes anywhere in the hospital or its grounds
<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
<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
<ul style="list-style-type: none"> ▶ Provide the necessary care to all patients within the department 	<ul style="list-style-type: none"> ▶ Be aware that you may be asked to leave if a medical emergency occurs
<ul style="list-style-type: none"> ▶ Be respectful to each patient and ensure that we are understanding of different family circumstances, including on occasion the need for patients to bring their children with them to their appointment/attendance ▶ Be open and honest with you. Sometimes it is not appropriate to allow children into certain appointments/attendances 	<ul style="list-style-type: none"> ▶ Discuss children attending with you for your appointment/ attendance with the head of department ▶ Be respectful if we inform you that children cannot accompany you ▶ Ensure any children in attendance are well-behaved in the clinical environment and follow infection control guidance ▶ Be understanding that if children can not adhere to the charter then they will be asked to leave
<ul style="list-style-type: none"> ▶ Keep you up to date with the waiting times for your appointment/assessment 	<ul style="list-style-type: none"> ▶ Be respectful to colleagues and understand that they are ensuring that patients get seen as quickly as possible ▶ Raise any concerns in a calm and polite manner