

**We welcome visiting in our inpatient wards for all our patients' wellbeing. We suggest that visitors attend during the core hours of: 10am-8pm\***

Our Visitors Charter explains what you can expect from us during your visit, and what we would like from you in return.

What you can expect from staff	What we expect from visitors
Reduce the risk of infection	<p><b>Please do not visit the hospital if you are unwell</b> with a cough, cold, diarrhoea, vomiting or any other infectious condition.</p> <p>Clean your hands with the hand gel provided on entering the hospital and on entering the ward you are visiting.</p> <p>Follow any special infection prevention and control guidance on the ward you are visiting.</p> <p>Please ask staff if you are unsure.</p> <p>Please use the <b>public toilets</b> rather than ward toilets. Help keep bedside tables clear and clutter free and use the bins provided.</p>
Working together to promote good communication	<p>Inform staff of any additional needs your relative/friend may have. Provide 'This is Me - My Care Passport' if applicable.</p> <p>Appoint a single family/friend as main contact for communication with staff to reduce duplication of communication.</p> <p>Ask staff if you have not received sufficient information about your relative/friend, understanding that information cannot be shared unless the patient has given their <b>consent</b>.</p> <p><b>To successfully deliver care there needs to be mutual respect, politeness and courteous communication between staff, patients and visitors.</b></p>
Promote a calm and restful environment	<p>Ensure that the number of visitors at one time is appropriate to the space available on our wards as this may vary, check with the ward staff.</p> <p>Please sit on the <b>chairs</b> provided. Do not sit on patient beds.</p> <p>No latex balloons, flowers or potted plants are allowed in ward areas.</p> <p>Talk to the person in charge of the ward before bringing <b>children under the age of 12</b> to visit.</p> <p>Allow the patient the opportunity to rest for periods throughout the day. Please be respectful of other patients' needs for rest by keeping the <b>noise level low</b>.</p> <p>Please discuss with staff on the ward if you would like to take your relative/friend for some fresh air outside of the ward environment as this would be encouraged, wheelchairs are available.</p>
Promote privacy, dignity and confidentiality	<p>Talk to the person in charge about requests for visits outside of the suggested times and compromise a solution which promotes <b>privacy for all our patients</b>.</p> <p>You may be asked to leave the ward <b>in an emergency</b> or at certain times to ensure <b>other patients' confidentiality</b>.</p>
Promote a safe environment	<p>Please allow staff to complete medication rounds without disturbance, this is to reduce the risk of errors.</p> <p>Do not film or photograph staff or other patients.</p> <p>Familiarise yourself with the Patient Property Policy. Only bring essential items into hospital and ensure they are recorded by ward staff.</p>
Promote good nutrition and hydration	<p>We politely ask you to only <b>visit at mealtimes</b> if you would like to help your relative/friend to eat their meal or for you to <b>eat your meal with them</b>. We have protected mealtimes on ward areas to ensure patients are given time to eat their meals without distraction and interruption but would welcome visitor support.</p> <p>Meals are delivered to each ward, please ask staff when protected mealtimes are planned.</p>
Recognise and support carers	<p>A carer is anyone, including a child, who looks after a family member, partner or friend. They give unpaid care to those close to them who cannot cope on their own because of illness, frailty, disability, mental health difficulties or problems with addiction.</p> <p>The UHD Carer Support Service offers support to carers whilst in the hospital setting and can signpost to community support on discharge. Carers can self-refer to the service through the UHD website or by asking a member of staff for a carer referral. The service is confidential and offers one to one support.</p> <p>If you are a paid live in carer, you are welcome to continue the care you normally provide after checking in with staff.</p>

\*this does not apply to certain specialist areas where Open Visiting is already available

# The Friends and Family Test

We need to  
hear from you

## Comments and Compliments

If you want to give feedback on your experience please fill in a friends and family test available through the hospital website or via this QR code.



## Concerns and Complaints

**You can raise concerns** by speaking to the person in charge of the ward or ask for the Matron. In most cases, staff will be able to deal with your concerns at the time.

If your concern remains unresolved after talking to staff, contact the Patient Advice and Liaison Service (PALS). Work with you and the ward staff to try and resolve your concerns as quickly as possible. You can contact PALS on **0300 019 8499** or email [PatientExperienceTeam@UHD.nhs.uk](mailto:PatientExperienceTeam@UHD.nhs.uk)

If you have a concern that your loved ones medical needs are not being met and that they are deteriorating, please use the Call4Concern service led by the Critical Care Outreach team. Call Bournemouth **01202 303626**, or Call Poole **01202 665511**. Ask the operator to **bleep the critical care outreach team**. When you are connected to Outreach, give your/the patient's name, the ward you/they are on and a brief description of the concern.