



VISITORS' CHARTER—WARDS

Our priority is to provide quality of care for our patients, and we understand that we can optimise care by involving and recognising the invaluable role and contribution that family, next of kin and carers provide. This visitors' charter outlines what you can expect from us and what we kindly ask of you when you visit our hospital.

For all our inpatient wards we welcome visitors from **10am–9pm**. This is to help support our patients and to enable family, next of kin and carers to feel more involved in the care that we provide in hospital and planning for discharge home. Visiting outside these times can be

arranged in exceptional circumstances by discussing your situation with the nurse in charge of the ward. This is also available if you are a carer for the person in hospital.

Our Trust values demonstrate the standard of care and experience patients and visitors should expect from any of our services:

- Putting patients first
- Responsive to patients and staff
- Open and honest
- Unfailingly kind
- Determined to develop

Staff	Visitors
We will:	We ask you to:
<ul style="list-style-type: none">• Be polite and professional to you at all times	<ul style="list-style-type: none">• Be polite and courteous to staff, other patients and visitors at all times
<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 in hospital	<ul style="list-style-type: none">• Ensure that no more than two people visit at any one time (in exceptional circumstances this can be discussed with the nurse in charge and alternative arrangements agreed)• Know you may be asked to leave the ward during doctors' rounds to ensure confidentiality for other patients is maintained• Only arrange to visit at mealtimes if you would like to assist the person you are visiting to eat their meal• Provide essential personal items like toiletries, dentures, glasses, suitable clothing and footwear—these items will help provide comfort and familiarity
<ul style="list-style-type: none">• Do our best to create a calm and restful environment to help patients recover	<ul style="list-style-type: none">• Be respectful—our patients are poorly and vulnerable so please keep noise to a minimum and put your phone on silent
<ul style="list-style-type: none">• Use our skills to prioritise the planning of care to our patients and communicate our decisions	<ul style="list-style-type: none">• Do 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 needs to be maintained for the person you are visiting and other patients within the vicinity
<ul style="list-style-type: none">• Keep family members and the next of kin informed of any information with the patients' permission, including arranging for you 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 has given their permission—if you feel you do not have sufficient information, please let us know• Recognise that due to patient care priorities you may have to wait to speak to medical staff

Staff	Visitors
We will:	We ask you to:
<ul style="list-style-type: none"> Do all we can to protect patients and visitors from infection—on occasion, this may result in restricting visiting times, restricting who can visit and moving patients to an allocated side room 	<ul style="list-style-type: none"> Comply with all infection control measures outlined on our website and highlighted to you via signage or by our staff—guidance might vary from ward to ward You will be asked to use the hand sanitisers provided and you might be required to wear a face mask You must not visit the hospital if you are: <ul style="list-style-type: none"> Unwell—especially if you have a high temperature or a new, persistent cough Unwell and have had diarrhoea and vomiting within the previous 24 hours Do not use the patient toilets or bathrooms—please ask a member of staff the directions to the public facilities
<ul style="list-style-type: none"> Keep patients, staff and visitors safe by acting when we see measures put in place to reduce risk to ourselves or others are not complied with—if necessary, this may include issuing warnings to those who consistently refuse to comply with Chelsea and Westminster policies, processes and procedures 	<ul style="list-style-type: none"> Consider the impact of your actions and behaviour on the person that you are visiting, other patients and visitors and our staff Be considerate to staff if you are asked to change the way you are acting or behaving
<ul style="list-style-type: none"> Work hard to provide a clean hospital 	<ul style="list-style-type: none"> Do not sit on patients' beds—use the chairs provided Do not bring food for your own consumption—staff will be happy to direct you to the nearest restaurant facilities Do not smoke or use e-cigarettes within the hospital—ask a member of staff for directions to a designated smoking area
<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 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 bedtimes Please be aware that you will be asked to leave if a medical emergency occurs Please do not disturb the nursing staff when they are administering medications Please do not disturb the nursing staff if they are attending to another patient
<ul style="list-style-type: none"> Be respectful to each patient and ensure we understand who is important in their life and try to facilitate appropriate visiting for everyone, including children 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 	<ul style="list-style-type: none"> Please discuss children visiting with the ward manager Please be respectful if we inform you that children cannot visit If children are allowed to visit, please ensure they are quiet and well-behaved when in a clinical environment Please ensure children follow the infection control measures requested by staff Please ensure children do not run around when in a clinical environment and ensure you are always fully responsible for them If children do not follow the above requirements, we will ask that they leave—if this happens, please be respectful of our decision and understand why we are making this choice

We want to work with you to support you and the person you are visiting as much as possible during their hospital stay. Please help us by following our requests that we have set out in our visitors' charter.