



| VISITING POLICY                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                           |                 |
|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-----------------|
| <b>START DATE:</b>                                                                                  | April 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>EXPIRY DATE</b>                                        | April 2028      |
| <b>COMMITTEE APPROVAL:</b>                                                                          | <b>NAME OF COMMITTEE:</b><br>Patient & Public, Experience & Engagement Group (PPEEG)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>NAME OF CHAIR OF APPROVING COMMITTEE</b><br>Lee Watson |                 |
|                                                                                                     | <b>OR NAME OF CHAIR OR EXEC DIRECTOR (for minor amendments):</b><br><b>DATE:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                           |                 |
| <b>DISTRIBUTION</b>                                                                                 | Trust-wide                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                           |                 |
| <b>RELATED DOCUMENTS/ OTHER INFORMATION</b>                                                         | <ul style="list-style-type: none"><li>• Visitor Charters and Information: <a href="#">Visitor charters and information - The intranet</a></li><li>• Acceptable Behaviour Standards Policy – Violence &amp; Aggression: <a href="#">Acceptable Behaviour Standards - The intranet</a></li><li>• Standard Infection Control Precautions Policy: <a href="#">Standard Infection Control Precautions Policy - The intranet</a></li><li>• Trust Chaperone Policy: <a href="#">Guidelines on Intimate Care and the Role of the Chaperone (cross-site) - The intranet</a></li></ul> |                                                           |                 |
| <b>AUTHOR:</b>                                                                                      | Lee Watson, Hospital Director of Nursing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                           |                 |
| <b>STAKEHOLDERS INVOLVED:</b>                                                                       | <ul style="list-style-type: none"><li>• Patient and Public Engagement and Experience Group</li><li>• Head of Regulation</li><li>• Corporate Nursing Leadership team</li><li>• Lead for Patient Experience &amp; Engagement</li><li>• Communications team</li></ul>                                                                                                                                                                                                                                                                                                           |                                                           |                 |
| <b>IS AN EQUALITY ANALYSIS REQUIRED?</b>                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Yes                                                       |                 |
| <b>IF AN EQUALITY ANALYSIS IS REQUIRED, HAS IT BEEN SENT TO THE EQUALITY AND DIVERSITY MANAGER?</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Yes                                                       |                 |
| <b>DOCUMENT REVIEW HISTORY:</b>                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                           |                 |
| <b>Date</b>                                                                                         | <b>Version</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>Responsibility</b>                                     | <b>Comments</b> |
| March 2025                                                                                          | 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Lee Watson                                                | New policy      |

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# Chelsea and Westminster Hospital NHS Foundation Trust

## Visiting Policy

### Compassionate Care and Recognition of Visitors

At Chelsea and Westminster Hospital NHS Foundation Trust, we understand that you, as visitors, play an essential role in the recovery and well-being of our patients. We are committed to providing a compassionate and supportive environment that acknowledges the importance of family and friends in the healing process. We encourage visits from loved ones, as we believe you offer emotional support, comfort, and a sense of normalcy for our patients.

### Visitors Charter

Our top priority is to provide the best possible care for our patients. We know that care is even better when we involve and appreciate the vital role that family members, next of kin, and carers play. Our visitors' charter explains what you can expect from us and what we kindly ask of you while you are in our hospitals. The visitors' charter is displayed at the entrance of all wards and departments and can be found on the Trust internet page - <http://www.chelwest.nhs.uk/your-visit/information-for-visitors/visitors-charter>

Our Trust Values reflect the standard of care and experience you should expect from any of our services:

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

We have specific visitors' charters for:

- Outpatients
- Children's and young people's wards
- Adult wards

### Visiting Hours

To ensure that patients receive the rest and medical care they need, we have established the following visiting hours. A full breakdown of specific details for each of our wards can be found on the Trust's internet page - <https://www.chelwest.nhs.uk/your-visit/information-for-visitors>

- Adult & Paediatric Wards: 10:00am – 9:00pm
- Adult Intensive Care Unit (ICU): 10:00am – 10:00pm
- Neonatal Intensive Care Unit (NICU/SCBU): Visiting 24/7 for parents/carers—other visitors 3pm–7pm for one nominated visitor per day. Note we can only accommodate one parent/carer to stay overnight.
- Maternity Wards: Visiting 24/7 for one primary support person who can be with you during labour, birth, and after the baby is born.

We will always support additional visits outside of normal visiting hours in exceptional circumstances, such as end-of-life care or patients needing support from a carer in line with Johns Campaign. Please speak with the Ward Manager or Nurse/Midwife in Charge of the ward to agree on this locally.

Please note that visiting hours may vary by department, and it is always best to check with the ward or unit before planning your visit. A full list of ward locations and contact telephone numbers can be found on the Trust's internet page - <https://www.chelwest.nhs.uk/your-visit/wards-and-departments>

## Lunchtime Hours (Protected Mealtimes)

To ensure our patients have appropriate rest and relaxation during meal times, the Trust observes 'Protected Meal Times'. During these times, we will reduce unnecessary interruptions to patients and request that you leave the ward environment unless you are specifically helping your loved one to eat.

- Adult wards: lunchtime is from 12:30pm – 1:30pm
- Children's wards: lunchtime is from 12pm – 1pm

## Reducing Visitors

While we strive to maintain an open and welcoming environment, there are times when we may need to reduce the number of visitors or restrict visiting hours for the safety and well-being of our patients and staff. These situations may include:

- Infection Control: During outbreaks for Infection Prevention and Control reasons (e.g., norovirus, Covid, influenza), we may limit visits to prevent the spread of illness.
- Patient Condition: If a patient's condition requires limited stimulation or increased rest, we may restrict visits to ensure their recovery.
- Operational Needs: During emergencies or high-demand periods, we may temporarily reduce visitor access to prioritize patient care.

We will make every effort to communicate any changes to visiting policies promptly and compassionately.

The Trust offers a 'message for you' service allowing you to stay connected with your loved ones while they are in the hospital. A form is available on the Trust internet page, which we will print and deliver your message to your loved one. We require all the details marked with a red dot to ensure that the right message gets to the right person. Messages received by 10am, Mon–Fri will be delivered on the same day. Messages received after 10am will be delivered on the next business day.

To utilise this service, please visit the Trust's internet page and complete the message form - <https://www.chelwest.nhs.uk/your-visit/information-for-visitors/a-message-for-you>

## Outpatient Appointments and the Emergency Department

If you have an appointment at one of our hospitals or community sites, such as for an outpatient appointment or day care treatment, or need to go to the emergency department (A&E), you can bring someone with you for support. Our waiting rooms have limited seating capacity, and we will always prioritise seats for our patients, so visitors may be asked to surrender their seat for someone else to use.

## Chaperones

We understand that some patients may feel more comfortable having a chaperone present during appointments or intimate care procedures. At Chelsea and Westminster Hospital NHS Foundation Trust, we are pleased to offer chaperone services upon request. A chaperone can provide additional support, reassurance, and assistance during your visit. If you would like a chaperone, please inform a member of our staff when scheduling your appointment or upon arrival at the department.

## No Smoking Policy

Chelsea and Westminster Hospital NHS Foundation Trust is committed to providing a healthy and safe environment for all patients, visitors, and staff. Smoking, including vaping and e-cigarettes, is strictly prohibited on all Trust premises, including the front of the hospital, all building premises, grounds, and car parks.

We kindly ask all visitors, and patients and staff, to respect this policy to support the health and well-being of everyone at our facility. Please do not be offended if any of our staff speak to you and request you do not smoke within the hospital environment.

## Refreshments

### Chelsea and Westminster Hospital

- **Costa Coffee:** Ground Floor, Lift Bank B—open 24/7
- **The Bean Room:** Lower Ground Floor Outpatients Department—open Mon–Fri 8:30am–4:30pm (closed at weekends)
- **Hospital restaurant:** Lower Ground Floor between lift banks C and D—open Mon–Fri 7:30am–5pm (closed at weekends)
- **Friends Shop:** Ground Floor near the escalators – open Mon-Fri 9:00am-5:00pm

### West Middlesex University Hospital

- **Costa Coffee:** Open Mon–Fri 7am–8pm and Sat/Sun 11am–6pm
- **Rumbles Restaurant:** East Wing Atrium—open every day from 7:30am–8:30pm
- **M&S Food:** Atrium—open Mon–Fri 8am–8pm and Sat/Sun 10am–4pm
- **WH Smiths:** Atrium—open Mon–Fri 8am–8pm and Sat/Sun 10am–4pm

## Cash machines

- **Chelsea and Westminster Hospital:** Cash machine to the left of the main entrance and across the road at Tesco Metro
- **West Middlesex University Hospital:** Cash machine in M&S Food (no fees for withdrawals)

## Mobile phones

You may use your mobile phone in main public areas. Please follow the signs where phones must be turned off or switched to airplane mode.

The use of mobile phones and other portable devices by patients or visitors to take photographs or record videos is not permitted within the Trust. This is to prevent breaches of confidentiality and to protect the privacy of both patients and staff

Any recordings made for public relations or publicity purposes must be agreed upon with the Trust Communications Department

## Flowers and plants

We recognise that often visitors like to bring gifts in to their friends and loved ones while they are in hospital, but we kindly ask that visitors do not bring or send flowers or plants to the hospital.

This is to prevent potential risks such as slips, trips, falls, broken glass, allergies, and infections, especially to immunocompromised patients.

## Equality, Diversity, and Inclusion

Chelsea and Westminster Hospital NHS Foundation Trust is dedicated to promoting equality, diversity, and inclusion in all aspects of our services. We are committed to providing equitable care and support to all patients, regardless of their background, ethnicity, gender, sexual orientation, or any other characteristic. We uphold the principles of the Armed Forces Covenant, ensuring fair treatment and support for members of the armed forces community.

We are dedicated to providing the best possible care and support for our patients and their loved ones. If you have any questions or concerns about our visiting policy, please do not hesitate to contact us.

## Translation & Accessibility Services

We recognise the importance of effective communication in providing quality care. To ensure that all patients can fully understand their treatment and care, we offer translation services. If you require a translator, interpreter, or British sign language interpreter during your visit, please inform a member of our staff, and we will make the necessary arrangements.

In addition to translation services, we have also partnered with AccessAble and have a Trust page hosted on their official website, which provides detailed access guides for patients to access prior to their attendance at the Chelsea site on the Fulham Road - <https://www.accessable.co.uk/chelsea-and-westminster-hospital-nhs-foundation-trust/chelsea-and-westminster-hospital>

There are parking bays in both hospital car parks for disabled people. If you have difficulty when you arrive at the hospital please ask for assistance at main reception.

Drivers may take elderly and disabled patients to the main entrance, but this is a drop-off point only. Anyone parking in this area may be ticketed or clamped by Local Authority Parking Enforcement Officers, and is outside of the influence or responsibility of the Trust.

## Violence and Aggression Policy

Chelsea and Westminster Hospital NHS Foundation Trust is dedicated to fostering a safe, inclusive, and respectful environment for all.

Acts of violence, aggression, and abuse are entirely unacceptable and will not be tolerated under any circumstances. We prioritise the well-being and security of everyone in our community and take all necessary measures to prevent and address any such behaviours swiftly and effectively. Any acts of violence or aggression will be addressed in accordance with the Trust's Acceptable Behaviours Policy.

In certain cases, it may be necessary to restrict or deny access to patients and visitors within the hospital. The Trust maintains a low threshold for reporting such incidents to the police and will take all necessary actions as required.

## 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"> <li>• Be polite and professional to you at all times</li> </ul>                                                                                                                          | <ul style="list-style-type: none"> <li>• Be polite and courteous to staff, other patients and visitors at all times</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 two 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 you may be asked to leave the ward during doctors' rounds to ensure confidentiality for other patients is maintained</li> <li>• Only arrange to visit at mealtimes if you would like to assist the person you are visiting to eat their meal</li> <li>• Provide essential personal items like toiletries, dentures, glasses, suitable clothing and footwear—these items will help provide comfort and familiarity</li> </ul> |
| <ul style="list-style-type: none"> <li>• Do our 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 poorly and vulnerable so please keep noise to a minimum and put your phone on silent</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>• Use our skills to prioritise the planning of care to our patients and communicate our decisions</li> </ul>                                                                         | <ul style="list-style-type: none"> <li>• 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</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                 |
| <ul style="list-style-type: none"> <li>• 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</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>• Recognise that due to patient care priorities you may have to wait to speak to medical staff</li> </ul>                                                                                                                                                                                                                                                                                                                      |

| Staff                                                                                                                                                                                                                                                                                                                                                                                | Visitors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| We will:                                                                                                                                                                                                                                                                                                                                                                             | We ask you to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"> <li>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</li> </ul>                                                                                                                                  | <ul style="list-style-type: none"> <li>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</li> <li>You will be asked to use the hand sanitisers provided and you might be required to wear a face mask</li> <li>You must not visit the hospital if you are: <ul style="list-style-type: none"> <li>Unwell—especially if you have a high temperature or a new, persistent cough</li> <li>Unwell and have had diarrhoea and vomiting within the previous 24 hours</li> </ul> </li> <li>Do not use the patient toilets or bathrooms—please ask a member of staff the directions to the public facilities</li> </ul>           |
| <ul style="list-style-type: none"> <li>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</li> </ul>                          | <ul style="list-style-type: none"> <li>Consider the impact of your actions and behaviour on the person that you are visiting, other patients and visitors and our staff</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>Work hard to provide a clean hospital</li> </ul>                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>Do not sit on patients' beds—use the chairs provided</li> <li>Do not bring food for your own consumption—staff will be happy to direct you to the nearest restaurant facilities</li> <li>Do not smoke or use e-cigarettes within the hospital—ask a member of staff for directions to a designated smoking area</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 bedtimes</li> <li>Please be aware that you will be asked to leave if a medical emergency occurs</li> <li>Please do not disturb the nursing staff when they are administering medications</li> <li>Please do not disturb the nursing staff if they are attending to another patient</li> </ul>                                                                                                                                                                                                   |
| <ul style="list-style-type: none"> <li>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</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>Please discuss children visiting with the ward manager</li> <li>Please be respectful if we inform you that children cannot visit</li> <li>If children are allowed to visit, please ensure they are quiet and well-behaved when in a clinical environment</li> <li>Please ensure children follow the infection control measures requested by staff</li> <li>Please ensure children do not run around when in a clinical environment and ensure you are always fully responsible for them</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 and understand why we are making this choice</li> </ul> |

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.

## VISITORS' CHARTER—OUTPATIENTS

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 are in our hospital.

Patients with an outpatient appointment may bring one person with them to the appointment. Exceptions to this must be

discussed and agreed with the nurse in charge or head of the outpatients department.

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"> <li>• Be polite and professional to you at all times</li> </ul>                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• Be polite and courteous to staff, other patients and visitors at all times</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 attending an outpatient appointment</li> <li>• Use our skills to prioritise the planning of care to our patients and communicate our decisions</li> </ul>                                                               | <ul style="list-style-type: none"> <li>• 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 need to be maintained for the person you are with and other patients within the vicinity</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>• Do our best to create a calm and restful environment to help patients relax and recover</li> </ul>                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>• Be respectful—our patients are poorly and vulnerable so please keep noise to a minimum and put your phone on silent</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>• Do all we can to protect patients and visitors from infection—on occasions this may result in restricting patients from bringing someone with them to their outpatient appointment</li> </ul>                                                                                                                             | <ul style="list-style-type: none"> <li>• Comply with all infection control measures outlined on our website and highlighted to you via signage or by our staff</li> <li>• You will be asked to use the hand sanitisers provided and you might be required to wear a face mask</li> <li>• You must not visit the hospital if you are: <ul style="list-style-type: none"> <li>• Unwell—especially if you have a high temperature or a new, persistent cough</li> <li>• Unwell and have had diarrhoea and vomiting within the previous 24 hours</li> </ul> </li> <li>• Do not use the patient toilets or bathrooms—please ask a member of staff the directions to the public facilities</li> <li>• COVID triage screening questionnaire—please comply if you are asked to complete COVID-19 patient/visitor screening questionnaire by reception/nursing staff</li> </ul> |
| <ul style="list-style-type: none"> <li>• Keep patients, staff and visitors safe by acting when we see that 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</li> </ul> | <ul style="list-style-type: none"> <li>• Consider the impact of your actions and behaviour on the person that you with, other patients and visitors and our staff</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>• Work hard to provide a clean hospital</li> </ul>                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>• Do not bring food for your own consumption—staff will be happy to direct you to the nearest restaurant facilities</li> <li>• Do not smoke or use e-cigarettes within the hospital—ask a member of staff for directions to a designated smoking area</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Staff                                                                                                                                                                                                                                                                                                                                                                          | Visitors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| We will:                                                                                                                                                                                                                                                                                                                                                                       | We ask you to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <ul style="list-style-type: none"> <li>Provide the necessary care to all patients within our department</li> </ul>                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>Please be aware that you will be asked to leave if a medical emergency occurs</li> <li>Please do not disturb the nursing staff if they are attending to another patient</li> <li>Rest and a quiet environment is important—please ensure that you do not make excessive noise when in the hospital</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <ul style="list-style-type: none"> <li>Be respectful to each patient and ensure we understand different family circumstances, including on occasion the need for patients to bring their children with them to their outpatient's appointment</li> <li>Be open and honest with you—sometimes it is not appropriate to allow children into the outpatient department</li> </ul> | <ul style="list-style-type: none"> <li>Please discuss children attending with you for your appointment with the department manager</li> <li>Please be respectful if we inform you that children cannot accompany you</li> <li>If children accompany you, please ensure they are quiet and well-behaved when in the clinical environment</li> <li>If children accompany you, please ensure they follow infection control guidance</li> <li>Please ensure children do not run around when in a clinical environment and ensure you are always fully responsible for them</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 and understand why we are making this choice.</li> </ul> |
| <ul style="list-style-type: none"> <li>We will aim to keep patients up to date with the waiting times for their appointment</li> </ul>                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>Be respectful to staff and understand that they are ensuring that patients get seen as quickly as possible</li> <li>If you have any concerns, please raise these in a calm and polite manner</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

We want to work with you to support you and the person who is attending their outpatient appointment as much as possible. Please help us by following our requests that we have set out in our visitors' charter.

# VISITORS' CHARTER—PAEDIATRICS

Our priority is to provide quality of care for our patients. We understand and encourage the involvement of parents/carers in all aspects of their child's care, recognising the invaluable role and contribution they play. This visitors' charter outlines what you can expect from us and what we kindly ask of you when you visit our hospital.

For 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 of this timeframe can be

arranged in exceptional circumstances by discussing with the nurse in charge of the ward. It is also expected that the parent/carer will have open visiting 24/7.

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"> <li>• Be polite and professional to you at all times</li> </ul>                                                                                                                                              | <ul style="list-style-type: none"> <li>• Be polite and courteous to staff, other patients and visitors at all times</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>• Be supportive of family, next of kin and carers who wish to participate in their child's care</li> </ul>                                                                                               | <ul style="list-style-type: none"> <li>• 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)</li> <li>• Know you may be asked to leave the ward during doctors' rounds to ensure confidentiality for other children is maintained</li> <li>• Provide essential personal items like toiletries, glasses, suitable clothing and footwear, as well as your child's nappies, milk, feeds etc</li> </ul> |
| <ul style="list-style-type: none"> <li>• Do our 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 poorly and vulnerable so please keep noise to a minimum and put your phone on silent</li> </ul>                                                                                                                                                                                                                                                                                                                                                     |
| <ul style="list-style-type: none"> <li>• Use our skills to prioritise the planning of care to our patients and communicate our decisions</li> </ul>                                                                                             | <ul style="list-style-type: none"> <li>• 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 need to be maintained for the person you are visiting and other patients within the vicinity</li> </ul>                                                                                                                                                                                                                                            |
| <ul style="list-style-type: none"> <li>• Keep family members and the next of kin informed of any information with the patients' permission (where appropriate), including arranging for you 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/parent has given their permission</li> <li>• Recognise that due to patient care priorities you may have to wait to speak to medical staff</li> <li>• If possible, for parents to be present at ward rounds for any questions/queries to be answered</li> </ul>                                                                                                                                      |



| Staff                                                                                                                                                                                                                                                                                                                                                                                          | Visitors                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| We will:                                                                                                                                                                                                                                                                                                                                                                                       | We ask you to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <ul style="list-style-type: none"> <li>Do all we can to protect patients and visitors from infection—on occasions this may result in restricting visiting times, restricting who can visit and moving patients to an allocated side room</li> </ul>                                                                                                                                            | <ul style="list-style-type: none"> <li>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)</li> <li>You will be asked to use the hand sanitisers provided and you might be required to wear a face mask</li> <li>You must not visit the hospital if you are:               <ul style="list-style-type: none"> <li>Unwell—especially if you have a high temperature or a new, persistent cough</li> <li>Unwell and have had diarrhoea and vomiting within the previous 24 hours</li> </ul> </li> <li>Do not use the patient toilets or bathrooms—please ask a member of staff the directions to the public facilities</li> </ul> |
| <ul style="list-style-type: none"> <li>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</li> </ul>                                    | <ul style="list-style-type: none"> <li>Consider the impact of your actions and behaviour on the person that you are visiting, other patients and visitors and our staff</li> <li>Be considerate to staff if you are asked to change the way you are acting or behaving</li> <li>Do 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—this will not be tolerated and you will be asked to leave</li> </ul>                                                                                                                                                                                                                                      |
| <ul style="list-style-type: none"> <li>Work hard to provide a clean hospital</li> </ul>                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Do not sit on patients' beds—use the chairs provided</li> <li>Do not bring food for your own consumption—staff will be happy to direct you to the nearest restaurant facility</li> <li>Do not smoke or use e-cigarettes within the hospital—please ask a member of staff for directions to a designated smoking area</li> <li>If you child and/or their sibling uses the play room, please leave the room clean and tidy—they must be supervised at all times</li> </ul>                                                                                                                                                                                                                           |
| <ul style="list-style-type: none"> <li>Provide the necessary care to all patients within our ward and ensure 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 you are visiting the opportunity to rest for periods throughout the day—be respectful of other patients' rest times and acceptable bedtimes</li> <li>Please be aware that you will be asked to leave if a medical emergency occurs</li> <li>Please do not disturb the nursing staff when they are administering medications</li> <li>Please do not disturb the nursing staff if they are attending to another patient</li> </ul>                                                                                                                                                                                                              |
| <ul style="list-style-type: none"> <li>Be respectful to each patient, ensuring we understand who is important in their life and trying to facilitate appropriate visiting for everyone including siblings/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>Please discuss siblings/children visiting with the ward manager</li> <li>Please be respectful if we inform you that children cannot visit</li> <li>If children are allowed to visit, please ensure they are quiet and well-behaved when in a clinical environment</li> <li>Please ensure children do not run around when in a clinical environment and ensure you are always fully responsible for them</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 and understand why we are making this choice</li> </ul>                                                                                       |



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.



## Appendices 4 – Your Stay at Chelsea and Westminster

### Your stay at Chelsea and Westminster

#### Welcome

Welcome to West Middlesex University Hospital. We are dedicated to providing your care during your time here. If you have any questions about your stay, please speak to a member of staff. Your discharge is planned from the moment you are admitted, ensuring you are only in the hospital as long as necessary. Once you no longer require acute hospital care, you will be discharged home or to a suitable care setting—[learn more about discharge](#).



Our **Proud to Care** values guide our work—Putting patients first, Responsive to patients and staff, Open and honest, Unfailingly kind and Determined to develop. We appreciate your feedback to help improve our services. Please share your comments with ward staff or our [PALS team](#). Thank you and best wishes.

**Robert Bleasdale**  
Chief Nursing Officer

#### Practical information

**Arrival to the ward:** When you arrive, you will be welcomed by our staff who will check your details and explain important information. You will be given a wristband with your name, patient number and allergy details—tell us if this information isn't correct. Please wear your wristband at all times.

**Your named nurse:** A named nurse will look after you each day. They will introduce themselves in the morning and evening. If you don't know who your nurse is, please ask the team. This information should be displayed above your bed.

**Your named consultant:** You will be under the care of a named consultant and seen by them or a member of their team regularly during your stay. Their name should be displayed above your bed or you can ask a member of staff.

**Visiting hours:** Our visiting hours are 10am–9pm (carers can visit at any time). If you have any questions please speak to a member of ward staff. For more information you can [read our Visitor's Charter](#).

**Mealtimes and nutrition:** We observe protected mealtimes so patients can eat without unnecessary disturbance—8–9am (breakfast), 12:30–1:30pm (lunch) and 6–7pm (dinner).

**Translation services:** If you are more comfortable speaking in a language other than English, or you require a sign language interpreter, please speak to a member of staff.



## Staying safe in hospital

**Reducing the spread of infection:** Follow ward staff guidance to help prevent the spread of infection. Wash your hands regularly and ask visitors to use hand gel. Avoid touching wounds, drips or other hospital equipment unless asked to. Ask staff about ward hygiene if you have questions.

**Blood clot prevention:** Illness or reduced mobility can cause painful and dangerous blood clots, which can break off and travel to the lung, causing breathing problems. Ward staff will assess your risk upon arrival—you may need medication, special stockings, and/or to move around as much as possible.

**Slips, trips and falls:** Please use the non slip socks provided or your own well-fitting footwear. You are encouraged to call a staff member if you need help—call, don't fall.

## Your wellbeing

**Your wellbeing:** Your wellbeing is important to us. If you need support, please let a member of staff know. Our multifaith chaplaincy service offers support of all faiths (or no faith) to you and your visitors. You can find a quiet place to pray or reflect in the Multifaith Centre in the main atrium. If you would like to see a chaplain, please speak with a member of staff.

**Deconditioning:** Long periods of inactivity, bedrest and being removed from your normal routine can have a big impact on you. When possible, we encourage you to keep to some sort of normal routine—such as taking a short walk around the ward—and ask any relatives or visitors to bring in your own clothes, nightwear and toiletries for comfort.

## Entertainment and facilities

Thanks to our charity CW+, we have artwork throughout our hospital and regular performances from local musicians in communal areas. You can [listen to free radio](#) at all times, and watch free television until noon on your bedside unit. On the 3rd Floor our [CW+ MediCinema](#) is free for patients, their families and carers, with a garden area nearby.

**Cafés and restaurants:** The hospital restaurant on the Lower Ground Floor is open from 7am–3pm. Costa Coffee on the Ground Floor is always open. You can buy gifts, snacks and toiletries at the Friends Shop or via their mobile trolley that comes round during the week.



## On the ward

### A typical day



- **8–9am:** Protected breakfast—[view menu](#)
- **9am–12 noon:** Ward rounds—see your doctor, receive medication, speak about your care plan
- **12:30–1:30pm:** Protected lunchtime—[view menu](#)
- **1:30–5pm:** Ward rounds—rehabilitation, medical input, medication rounds
- **6–7pm:** Protected dinnertime—[view menu](#)
- **7pm–7:30am:** Nighttime—downtime/quiet time, minimise screen time, reduce noise, prioritise sleep and recovery

### Who's who



**Matron/lead nurse/lead midwife** (navy blue with red piping)—responsible for several wards



**Senior sister/charge nurse/senior midwife** (navy blue with white piping)—responsible for overall management of this area



**Junior sister/charge nurse/midwife** (royal blue with white piping)—person in charge of this area today



**Staff nurse** (sky blue with white piping)—general care, administering medications, monitoring vitals, liaising with doctors



**Director of nursing** (red with navy blue piping)—responsible for overall hospital management



**Healthcare assistant/maternity support worker** (mint green with white piping)—assist with patient hygiene, meal service, mobility, vitals monitoring and comfort



**Occupational therapist** (white with green piping)—assist patients in enhancing their daily activity participation and independence



**Physiotherapist** (white with navy blue piping)—assist with movement, exercise, therapy, and advice for recovery from illness or injury



## Tell us about your care

**Your feedback:** We encourage you to raise any questions or concerns with the ward manager in the first instance. If you do not feel comfortable doing this, please contact the [Patient Advice and Liaison Service \(PALS\) team](#). You will be asked to complete a short survey about your stay called the Friends and Family Test—if you do not receive the form during your stay, please ask a member of staff. This helps us to understand what we did well and what we can improve.

**Patient info:** [Learn about conditions and procedures.](#)



## Appendices 5 – Your Stay at West Middlesex

### Your stay at West Middlesex

#### Welcome

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**Cafés and restaurants:** Rumbles Restaurant on the Ground Floor is open from 7am–3pm (Mon–Fri) and 7am–2:30pm (Sat/Sun). Costa Coffee on the Ground Floor is normally open 7am–8pm. There is a WHSmith and a Marks and Spencer on site where you can purchase food and gifts.



## On the ward

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