

Visiting Guidelines for Ward 24

Introduction

The policy for Patient Visiting at Heatherwood and Wexham Park Hospitals NHS Trust aims to balance the therapeutic effect of patients spending time with family, carers and friends with the child or young person's need for rest and education as well as for clinical staff to attend to their treatment and care needs, safely and efficiently. The Trust operates an open visiting policy for parents, brothers and sisters on Ward 24 with other relatives and friends visiting between 15:00 and 19:00.

Parents/Carers and Visitors' Code

All visitors are asked to support the ward staff to help those in our care by following the Trust guidelines:

- For the benefit of the child and nearby patients, please keep to two visitors at the bedside
- All visitors to patient areas are asked to report to the nurses' desk before going to a child's bedside. Visitors will not be permitted access to a child's bedside if a parent/carer is not present, unless there has been prior arrangement made between the parent and allocated nurse.
- Visiting ends at 1900 so that the children can start their bedtime routines. Any visiting after this time may be arranged with the parent/carer and nurse in charge
- We would ask that there are limited visitors for children who are having day case procedures or operations and those having removal of adenoids and tonsils to ensure that the child receives enough rest and quiet time post procedure and to prevent being exposed to infection. We would recommend that parents/carers and brothers and sisters only visit.
- No children or young people under the age of 18 years are permitted to visit a child or young person without being accompanied by an adult to and from the ward. Please remember that all visiting children must be accompanied by an adult and be supervised at all times.
- Please do not bring young babies (under 1 year old) to the ward to visit other children, unless they are the brother or sister of the child or young person.
- Please do not visit if you are unwell: you should be free of symptoms for 72 hours before coming to the ward. This includes coughs, colds, vomiting and diarrhoea.
- All visitors are asked to cleanse their hands before and after visiting. This can be done using the hand hygiene gel located on the ward. Where patients are being nursed using isolation measures (that is, to prevent the spread of infection to or from the patient) any additional requirements will be explained by the nursing staff.

Continued overleaf

- Please do not sit on the bed, chairs are provided for the use of visitors.
- Please do not use the patients' toilet. There are visitors' toilets in the main corridors
- A parent can stay overnight, usually in a bed next to their child, there may be times when both parents "want to stay", for example, when their child is critically ill or has arrived during the early hours of the morning. We also try to accommodate babies who are being breast fed who may be the brother or sister of the patient, however this can mean that there can be delays sorting out a single room.
- Please do not touch any medical devices or equipment.
- Please respect other people's privacy.
- Cameras (including mobile phone cameras) and camcorders may not be used by visitors in the ward areas. If you are in a single cubicle and only filming/photographing your child then this is permitted.
- Please ensure mobile phones are on silent/low ringtone. Please refrain from using your mobile phone when a doctor or nurse is holding a conversation with you.
- Please do not use the Playroom when it is closed, usually after 18:00 each night as staff are not present to supervise and the area is also cleaned during this time, ready for the next day.
- Visitors are reminded that all Trust premises, including the grounds, are non smoking areas.
- Drinking alcohol is not allowed on Trust premises.

The Trust operates a zero tolerance policy relating to any kind of verbal or physical abuse and visitors may be asked to leave if their behaviour causes disturbance to other patients or staff.