

Visiting guide



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Welcome to Ward 11

We aim to provide the best possible care to you and your family and we aim to do this in a polite and courteous way.

We believe that you have a right to be heard and respected but we ask that this works both ways and that you understand and respect our visiting guide to assist with safety and well-being while you are on our ward.

If you do not follow these guidelines you may be asked to leave the ward.

WE TAKE A ZERO TOLERANCE APPROACH TO PHYSICAL OR VERBAL ABUSE

Two birthing partners/support persons may visit between 10am and 10pm daily.

Additional visiting times for friends/family are 2.30pm to 4.30pm and 6.30pm to 8.30pm. Children under the age of 16 years old are only permitted if they are the patient's own/or baby's sibling. There is a maximum allowance of three visitors per bed at any given time, and all visitors must sign in and out at reception on their visit

NO OTHER CHILDREN ARE PERMITTED ON THE WARD

One support person (partner/ relative/ friend) can remain on the ward to support overnight.

Sadly we cannot offer sleeping facilities for the support person. Please remember to look after yourselves and think about going home for better rest, or allowing a different person to act as the support person on another night.

SAFETY



- * In an emergency stay calm and call for help.
- * Ensure your baby is in the cot if you feel tired.
- * Please do not distract staff during clinical tasks.
- * Keep floor space clear of belongings – storage is available in the bedside cabinet.

HYGIENE



- * Please do not visit if you are unwell.
- * Please wash your hands regularly.
- * Do not touch any equipment or clinical items.
- * Please do not sit or sleep on the bed. Chairs are available.
- * Please remain fully clothed at all times, including shoes and shirts.

RESPECT



- * Noise should be kept to a minimum
- * Please respect the privacy and dignity of others on the ward
- * Please use headphones & silence devices
- * If you leave the ward after 10pm entry will not be permitted to return until 8am unless you are visiting a baby on the Neonatal Intensive Care Unit
- * Ask for assistance but please be patient with staff

REFRESH



- * Please use the visitors' toilets only
- * Showers are for patient use only
- * We are sorry that we cannot provide food to visitors.
- * Vending machines can be found in the main hospital foyer and in Aubergine restaurant.
- * Please ensure any hot drinks are only carried in a lidded cup (please bring your own lidded cup).
- * Please do not get takeaway food ordered to the ward