

VISITORS CHARTER

We recognise that visiting a relative or friend in hospital plays a vital part in helping their recovery and we would encourage any visitor to socialise with our patients. To help this to benefit our patients, North Cumbria University Hospitals NHS Trust has developed this Visitors Charter. The aim of the charter is to ensure that visitors are aware of what is expected of them and what they can expect of us whilst visiting our hospitals.

WHAT WE CAN DO FOR YOU:	WHAT YOU CAN DO FOR US:
We will be flexible in our visiting times and try to meet all our patients' needs whenever possible.	Please do not feel that you have to stay for the whole of the visiting period. The person you have come to see needs to rest and recover. Please make sure that no more than two people visit at one time.
We will be polite and courteous to you at all times.	We expect visitors to show the same courtesy to all Trust staff.
We may need to ask you to leave for a short time while we deliver care to your relative or friend.	We ask that you respect this request and wait until we tell you that you can return to the bedside.
We try to create a calm and restful environment to help our patients to recover.	We ask that you help by keeping noise levels as low as possible, supervise children at all times and for safety reasons do not allow them to run around or climb on to beds. It would be helpful if you spoke with the nurse in charge if you are planning to bring young children.
We will work as hard as possible to prevent any cross infection.	Please do not visit if you are unwell and please make sure that you follow any infection control instructions on the ward. We expect you to use the gel available at the entrance to each Bay. Please do not sit on patients' beds.
We will give your relative or friend all the care they need, but we do have to make sure that the needs of all patients are met.	Please make sure that you do not disturb other patients. It is important that patients can recover in a relaxed and peaceful environment.
We will try to make sure that meal times are at approximately the same time each day.	Please do not visit at meal times, as patients should be able to enjoy their meal in a quiet and relaxed atmosphere without interruptions. If you wish to help your relative or friend at meal times please arrange this with nursing staff.
We will keep family members and next of kin informed of any information, which the patient wishes them to know.	We expect you to understand and respect the fact that no information can be given without the patient's consent. If you feel that you have not been given enough information, please do not hesitate to discuss this with the staff.