







Visitors Charter

Our priority is caring for our patients and we understand how important visits from family members, carers, and friends can be in their recovery. We have developed this Charter to help us work together to make sure the patient gets the best possible care and experience at all times.

	Our promise to you	Your promise to us
<p>Communication</p> 	<p>We will be polite and courteous to our patients and their visitors at all times.</p>	<p>We ask that you are polite and respectful towards our staff, visitors and patients. Anyone displaying aggressive, abusive or racist behaviour will be asked to leave the clinical area / ward.</p>
<p>Environment</p> 	<p>We will do our best to create a calm and peaceful environment to enable patients to get ample rest.</p> <p>We will respect the time between patients and visitors and will only interrupt if necessary.</p>	<p>Please adhere to the visitor numbers and visiting times allowed in each clinical area/ ward – this may vary from one area to another based on local risk assessment.</p> <p>Please check the Bradford Teaching Hospital Foundation Trust website for latest visiting restriction.</p> <p>Please keep phones on silent and keep noise to a reasonable level.</p> <p>Please understand that from time-to-time you may be asked to briefly leave the ward or area for us to perform essential jobs.</p>

<p>Carers</p> 	<p>We will support patient's carers or relatives to be involved in care and decision making with consent of the patient.</p> <p>John's campaign supports carers of patients with dementia and can be adopted for patients at the end of life or with any disabilities - please ask the nursing staff if you would like more information.</p>	<p>Please let nursing staff know if you wish to be involved in supporting us to care for your relative/-friend, we welcome your input.</p>
<p>Nutrition</p> 	<p>We will protect mealtimes by restricting non urgent activities until meal time has finished.</p> <p>We will encourage our patients to eat and drink well and offer our support where needed.</p>	<p>Please let us know if the patient has any special dietary requirements, allergies or preferences we may not be aware of.</p>
<p>Concerns and compliments</p> 	<p>We will listen to any concerns our patients have and act accordingly.</p>	<p>If you have any questions, worries, concerns or compliments please talk to the nurse in charge – we welcome your feedback.</p>
<p>Infection control</p> 	<p>We will do all that we can to protect patients from infection; on occasions this may result in restricting visiting or moving patients to an allocated side room.</p> <p>We will follow infection prevention and control procedures including cleaning our hands in-between patient contact.</p>	<p>If you are unwell especially if you have diarrhoea, vomiting or possible influenza - do not visit until you have been clear of symptoms for 48 hours. If you are unsure please call the ward before you visit.</p> <p>For advice and updates regarding visiting restrictions please see either the Government and / or our Trust website before visiting.</p> <p>Like staff, we ask that you clean your hands on entering and leaving the ward. Gel dispensers are available near entry and exit points.</p>