

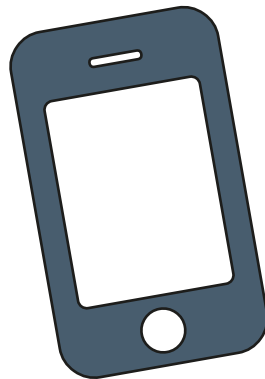
# Ward Visiting Information

Information and advice for patients

## **Congratulations on the arrival of your new family member!**

We are putting some new procedures in place to ensure you can safely visit your family whilst they are staying on our ward. This is for the safety of staff, patients and visitors.

Before you leave the birth centre/ labour ward you will be given a wristband to identify you as nominated visitor. Alternatively, if the admission is for antenatal, you will be given a wristband at your first visit. This wristband is to tell our Security teams to allow you into the maternity unit.



**Between 09.00am-11.00am in the morning, please phone 07814226106 to book your 1 hour visiting slot for the afternoon.**

Staff will need to ask for your name and the name and ward of the patient you are visiting. There will be lots of family members trying to get through on the phone so please be patient and try again later if the line is engaged. If you are unable to get through to the mobile number then please phone ward on 0121 507 5743.

**PLEASE DO NOT ATTEND THE MATERNITY UNIT IF YOU OR ANYONE YOU LIVE WITH ARE SYMPTOMATIC FOR COVID-19 OR HAVE HAD A POSITIVE SWAB IN THE PAST 14 DAYS!!**

Please attend the maternity unit **15 minutes before** your visiting time.

The staff at the maternity entrance will provide you with a face covering.

Please ensure you wear this and keep your face and nose covered at all times.



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Outside the ward you will be greeted by a staff member who will take your details for test and trace, ask you COVID screening questions, and ask you to sanitise your hands.

The staff member will allow you onto the ward once your time slot has begun. You will be socially distanced from other visitors to the ward. Please maintain a 2m distance from staff and other visitors at all times. You **must not use** bathroom facilities on the ward.

At the end of your time slot, you will be politely asked to leave the ward. Please leave at this time so that we can allow more visitors onto the ward to see their families. Thank you for your help and support with this.

We will not accept abuse of any kind towards our staff, and will call our security team for assistance if you refuse to leave the ward. We understand this is a difficult time for families to be separated, but we need to ensure patient safety is our priority. We reserve the right to stop visiting at any time if we feel it is necessary for patient safety.

**Thank you for your understanding.**

If you would like to suggest any amendments or improvements to this leaflet please contact SWB Library Services on ext 3587 or email [swbh.library@nhs.net](mailto:swbh.library@nhs.net).



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