

Visitor Charter

Important information and advice for relatives

Intensive Care Unit

Our priority is to provide high quality safe care to your loved one and we appreciate the invaluable part family and carers play in this. Visitors are positively received on the unit with family welcomed as our partners in the care we provide, supporting your loved one's wellbeing and aiding their recovery.

This charter explains what you can expect from the care team and also what we ask of our visitors.

Visiting arrangements

Patients can receive up to two visitors in their bedspace at any one time. If you wish for children to visit, please ask to speak with the nurse in charge or see our specific information sheet about children visiting. Our usual visiting hours are between 11.00am – 3.00pm and 4.30pm – 7.30pm.

Staff Pledge – we will:

- Treat you and your loved one with kindness and compassion at all times.
- Provide a safe environment delivering the highest standards in care and treatment to your loved one.
- Take time to listen to you if there is something you would like to discuss.
- Prioritise care planning and communicate our decisions with you.
- Do all we can to protect our patients from infection.
- Make arrangements for you to stay overnight if this is needed.

Visitors, what we ask of you:

- Please remain polite and respectful with staff, other patients and visitors.
- Please nominate one person (for example a nominated next of kin) with whom all contact can be made.
- Limit the number of visitors to two at any one time during visiting hours.
- Keep noise levels to a minimum and switch mobile phones to silent.
- Please understand you may be asked to move to the ITU waiting area whilst certain care interventions are provided to your loved one.

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- Please discuss children visiting with the nurse in charge.
- Please respect other patients', visitors' and our staffs' privacy by not filming or photographing them.

Infection control

Your support with the below will help us to keep our patients safe and prevent infection, please:

- Wash your hands thoroughly before entering and leaving the unit.
- Do not visit if you are unwell, for example you have had diarrhoea or vomiting in the last two days or have tested positive for Covid-19.
- Adhere to any visiting restrictions implemented to control infection.
- Use the chairs provided when visiting as opposed to sitting on beds.

We are committed to providing the highest standards of care and service. We welcome any feedback so that we know what you've appreciated and what improvements we need to make. Please do not hesitate to ask to speak with the nurse in charge if you wish to discuss any aspect of the above.

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We would appreciate your feedback, which can be provided by scanning the QR code to link you to our survey.

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.



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