



Visitors' Charter



Doncaster and Bassetlaw Teaching Hospitals
NHS Foundation Trust

We have a policy of Flexible patient centred visiting on our wards and in our departments. We understand patient care is supported by involving and recognising the invaluable role and contribution that family, next of kin and carers provide. This visitors' charter outlines what you can expect from us and what we kindly ask of you when you visit our hospital. The DBTH Way demonstrates the standard of care and experience our people, patients and visitors should expect from any of our colleagues:

Staff - We Will:	Visitors - We ask you to:
✓ Be professional, polite and courteous to you.	→ Be polite and courteous to staff, other patients and visitors at all times
✓ Be supportive of family, next of kin and carers who wish to participate in care	→ Agree visiting times with other family / friends to ensure that no more than two people visit at any one time (in exceptional circumstances this can be discussed with the nurse in charge and alternative arrangements agreed) → There will be occasions when privacy and dignity need to be maintained for the person you are visiting or other patients within the vicinity. It would help us greatly if you are responsive to any staff requests to leave the area during these times. → We welcome visitors at mealtimes if you are visiting to assist your loved one to eat their meal. Please feel free to eat your own food with your loved one. Our colleagues can direct you to facilities for refreshments during these times as required. → Provide essential personal items like toiletries, dentures, glasses, suitable clothing and footwear—these items will help provide comfort and familiarity → Inform staff of any specific needs that the patients has and let staff know if you would like to assist with providing any care (with the patient's permission). Ask staff about the "carer's agreement".
✓ Do our best to create a calm and restful environment to help our patients to recover	→ Please be aware of the need for your loved one and others to rest whilst in hospital by avoiding loud noises/conversations. → Talk to the nurse in charge if you plan to bring young children to visit. If children visit, supervise them at all times and do not allow them to run around or climb on the beds → Take breaks away from the bedside, to allow the patient time to rest – do not feel you have to be there all the time. Our colleagues can direct you to facilities for refreshments during these times.
✓ Ensure that facilities for hand hygiene are readily available. ✓ Work hard to provide a clean hospital environment. ✓ Do all we can to protect patients from infection	→ Please do not visit if you are unwell and stay away from the hospital for at least 48 hours after your last episode of diarrhoea and vomiting. If in doubt, please phone the ward for advice before visiting. → Please follow our infection control instructions to keep you and others safe. → Please wash your hands on entering and leaving the ward and use the alcohol hand foam provided. → Please use the visitor chairs provided and avoid sitting on patient's beds. → Please use visitors' facilities'. Our colleagues can direct you as required. → Assist your loved one to keep the bed space tidy to enable our staff to clean effectively → Refrain from smoking cigarettes or e-cigarettes / vaping in the hospital or in our grounds
✓ Keep family members and the next of kin informed of any information with the patient's permission, including arranging for you to speak to a member of the medical team. ✓ Listen to visitor's comments and feedback.	→ Understand and respect that information cannot be given out unless the patient has given their permission. → Talk to the nurse in charge if you have not been given enough information. → Recognise due to care priorities you may have to wait to speak to medical staff → Offer us feedback about the care the patient is receiving. → Avoid where possible, disturbing nursing staff when they are delivering care to other patients or administering medicines.
✓ Keep patients, staff and visitors safe by acting when we see measures put in place to reduce risks to ourselves or others are not complied with ✓ Have a zero tolerance approach for abuse of staff and will prosecute those who assault our staff.	→ Consider the impact of your actions and behaviours on the person you are visiting, other patients, visitors and staff. → Be considerate to staff if you are asked to change the way you are acting or behaving.

We know that when things go wrong you want us to act quickly to put them right, If you are not happy with something:

- Speak to the **Ward Manager or Matron**. In most cases, staff will be able to deal with your concerns there and then.
- If this is not possible or your concerns are not resolved after speaking to our staff, contact the **Patients Advice and Liaison Service (PALS)** dbth.pals.dbh@nhs.net or **01302 642764**
- Feedback is important please help us to improve care for the next patient. **Rate and review care at: dbh.iwgc.net**