

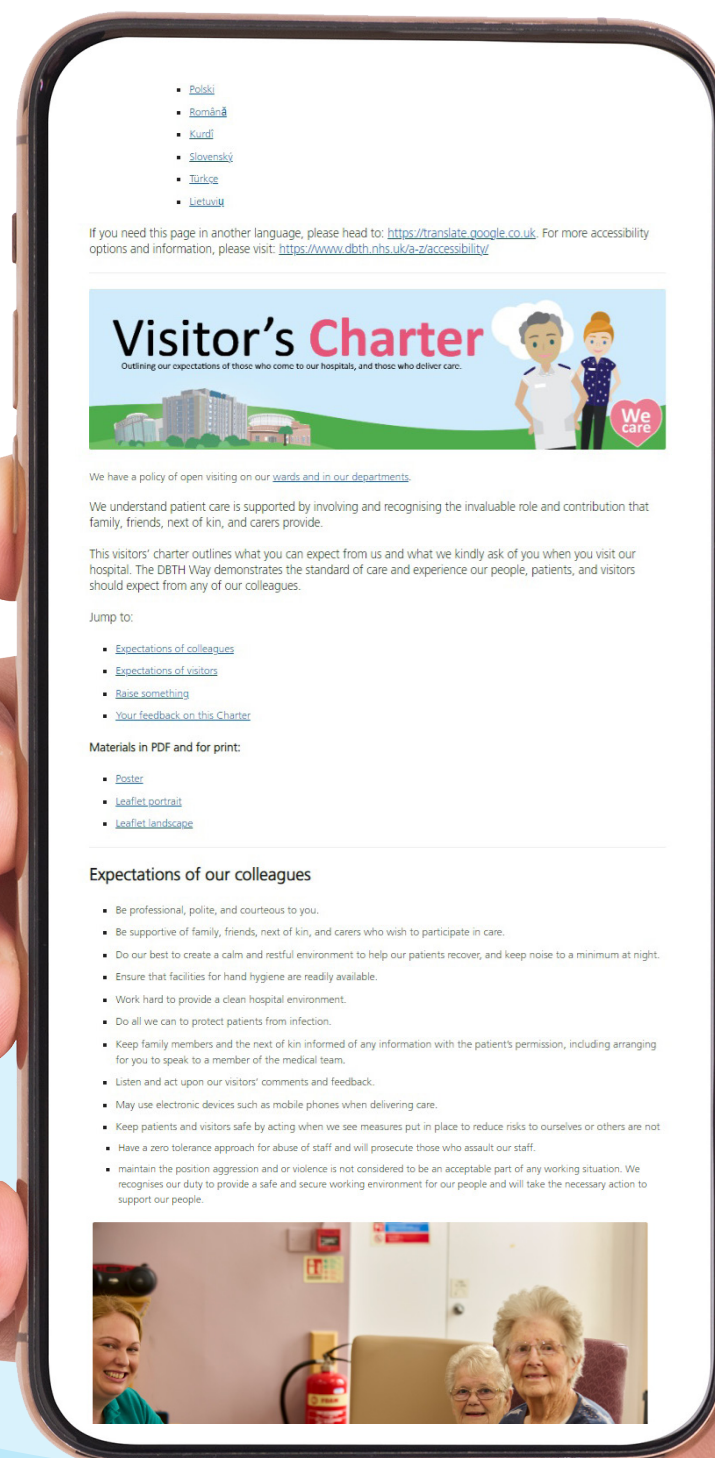
Our **Visitors' charter** outlines what you can expect from us and what we kindly ask of you when you visit our hospital. We understand patient care is supported by involving and recognising the invaluable role and contribution that loved ones and carers provide.

Our colleagues will:

- Be **professional, polite**, and **courteous**.
- **Support family** and **carers' involvement** in care.
- Create a **calm and restful environment**.
- Ensure **hand hygiene facilities** are available.
- Maintain a **clean hospital environment**.
- Keep you informed with **patient's permission**.

Visitors - we ask you:

- Be **polite and courteous** to everyone.
- To agree visiting times to ensure **no more than two visitors at a time**.
- Respect **privacy and dignity** during visits.
- **Assist** with personal items and inform staff of patient needs.
- **Avoid visiting if unwell**; follow infection control.
- **Avoid loud noises** and **supervise children**.
- **Provide feedback** to improve patient care.



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