

**NHS Forth Valley**

# **Extended Visiting: Guidance for Families**

People at the  
Heart of Healthcare



We recognise that when a loved one is in hospital it can be a very stressful time and it is important for families to be close and support one another at these difficult times in life.

With this in mind we have extended our visiting hours at Forth Valley Royal and your Community Hospitals at Falkirk, Stirling, Clackmannan and Bo'ness.

We also recognise that there may be times, particularly with vulnerable individuals, where it may be helpful for someone to be with your family member in addition to these times. If you feel this is the case please do not hesitate to speak to us for advice about how to go about this.

**Inpatient Areas at Forth Valley Royal Hospital  
and Community Hospitals**

**will be open from 1130hrs – 2000hrs, 7 days a week**

**Acute Inpatient Mental Health Wards will be open from  
1300hrs – 2000hrs, 7 days a week**

**Maternity Unit & Gynecology**

for information go to

<http://www.nhsforthvalley.com/>

## Extended visiting hours: Guidance for Families

### Our commitment to you

#### We will create a healing restful environment

- Patient's families are always welcome and play an important role in healing and recovery.
- We are aware that hospital wards can be busy, noisy places, we will try to keep this noise to a minimum especially during the night.
- Some times of the day tend to be busier than others. There is often a lot of activity in the mornings and often certain procedures and investigations will be pre-planned for specific times. Please speak to your nurse for advice.
- Patient therapy takes place throughout the day. It may be necessary for your relative to be seen when you are visiting. It is sometimes useful for close relatives to be involved in therapies. This would be with the patient's consent.
- We will ensure that there are times in the day when we leave people to rest and relax with their family.

### You can help by

#### Creating a restful environment

- We need to make sure that the environment is as restful as possible and that there is room for the staff to care for your family member. For this reason we ask that there are no more than 2 visitors at a time.
- We recognise that there are times when more than 2 people might need to be in attendance. We are more than happy to discuss this, please just speak to a member of staff.
- Please think of others. The people in our wards are ill and need to rest, so it is important to keep noise to a minimum. Please respect other patients and visitors need for privacy.
- Some people can find it difficult to spend long periods in a hospital environment. If you would like to make more frequent shorter visits that's fine with us.
- It's important to make sure you look after yourself and get plenty of rest!

- Children must be supervised by an adult at all times

## **We will keep your loved one safe**

- We will comply with infection control procedures, ensuring that facilities for hand hygiene are easily accessible.
- Our priority is to protect your loved one from infection. On occasion this may result in limiting the number of people visiting or keeping someone in a single room.
- We will make you aware of times when it would be helpful for staff not to be disturbed for example during medicine administration when nursing staff wear a tabard.
- We want to provide a warm, welcoming clean environment.

## **You can help us to keep your loved one safe**

- Please wash your hands or use alcohol gel on entering and leaving all wards and departments.
- Speak to the Nurse in charge before entering a room that has an isolation sign.
- In the event of an outbreak of diarrhoea or some other infections it may be necessary to control visiting to protect your family member and other patients.
- Please don't touch the patient's wounds or any medical equipment, such as drips or catheters. This can cause infections.
- Please use the chairs provided. Please do not sit on the patient's bed.
- Please don't use the patients' toilets. The ward staff will be happy to direct you to the nearest public toilet.
- Please don't share property, such as toiletries, tissues or items of hospital equipment with the patients.

## **We will keep you informed**

- We will always try to make sure that a member of staff is available to speak with you. Sometimes we may be caught up caring for other patients, at these times we would be grateful for your patience.
- With your family member's permission, we will involve you with planning care and setting goals.
- In order to protect privacy we only give out general information over the phone and not specific medical details.
- We will only share sensitive information with the patient's consent.

## **Help us keep you informed**

- It is very helpful if you can arrange for one family member to be the contact between the ward staff, family and friends. This means staff can spend more time with patients.
- If ward rounds are taking place in communal areas, you may be asked to step outside for a short time, this helps us maintain patient's confidentiality.

## **We will listen to you**

- We will always listen carefully to you in order to understand the things that are really important to you.
- We want to take account of your personal values and beliefs in the way we support you.

## **Please give us your feedback**

- We cannot improve unless you share your experiences with us.
- We recognise that you have a unique perspective on the service we provide.
- We want to learn from your experience and hope that you will feel able to tell us when we get things right, as well as helping us to continually seek ways to improve.
- You can feedback to us by filling out a **paper survey** and placing it in the box by the door, **in person** or **online** here:

**[www.patientopinion.org](http://www.patientopinion.org)**

## **We will keep you involved**

- By asking your family member who they would like to be involved with their care.
- We recognise that being together at meal times is an important social activity and can enhance recovery.
- We protect mealtimes to ensure that the environment is calm and undisturbed.
- We encourage close family to be around at meal times, especially if they would like to help their loved one with their meal.

## **Help us to keep you involved**

- Please inform us of any specific needs that your loved one has.
- Let us know if you would like to assist with providing any care (this obviously needs to be with the agreement of your family member).
- Please bring in any medication.
- Please bring in toiletries, dentures, glasses, suitable clothing and footwear to help ensure your loved ones comfort

## Patient Appointments/Cancellations

If you have an enquiry about an appointment or need to cancel it, please call 01324 566248.

### If you can't go let us know!

Every month around 2,000 people across Forth Valley fail to turn up for hospital appointments. This costs the NHS millions of pounds each year and increases waiting times. So if you are unable to attend or no longer require your hospital appointment please let us know so we can offer it to someone else.

**We are happy to consider requests for this publication in other languages or formats such as large print. Please call 01324 590886 (24hrs), fax 01324 590867 or email [disability.department@nhs.net](mailto:disability.department@nhs.net)**

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### SMOKING IS NOT PERMITTED ON NHS FORTH VALLEY PREMISES

This includes corridors, doorways, car parks and any of our grounds. If you do smoke on NHS premises you may be liable to prosecution and a fine.



**INVESTORS  
IN PEOPLE** | Bronze

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