Isle of Man Government
Reiltys Ellan Vannin

Department of Health and Social Care

Rheynn Slaynt as Kiarail y Theay

Noble's Hospital Visitors Charter

Making visiting times at Nobles Hospital better for everyone

We aim to be as flexible as possible within the constraints of a working hospital.

This Charter explains what you can expect from us during your visit and what we would like from you in return.

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General Information

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Wards can be very busy places and each ward will have a routine including:

- Ward rounds – doctors visit the wards to see their patients and their ward rounds happen most days and often there will be more than one round in a day
- Handovers – this is when the nursing shifts change – vital information is exchanged to ensure continuity of care – information may be confidential – please do not interrupt if possible
- Medication rounds – you will see the nurses doing the rounds wearing red tabards – please do not disturb them if possible, they are concentrating;
- Preparing people for mealtimes – patients are given the opportunity to wash hands and declutter tables ahead of food arriving – main family carers are welcome to help with this;
- 'protected mealtimes' – this is a period when activities such as doctors' visits, and tests are limited unless urgent to allow patients to eat and enjoy their meals – main family carers are welcome to help with this
- Visits from clinicians – a range of clinicians may visit during the day to carry out tests, treat or help patients prepare for discharge eg; blood tests, physiotherapy – you may be asked to leave whilst these take place
- Patients being taken for tests/investigations – patients may also be taken off the ward for various tests and procedures. You may wish to wait in the day room or take the opportunity to have a break.

Each ward will provide information to you and patients about their particular routine.

Chaplaincy

Chaplains provide spiritual and pastoral support for patients and the family, friends and carers of patients throughout Noble's Hospital

The Hospital chapel is situated on the main hospital corridor. From the main foyer turn left, on entering the corridor you will find the chapel a few yards along on the left hand side. Although furnished as a Christian place of worship, the chapel is open around the clock for the use of staff, patients and visitors of all faiths and those on none. Please feel free to use is as a place of prayer, reflection or simply somewhere to be quiet. We offer this service impartially, based on a philosophy of respect for all.

The Chaplains visit the wards on a regular basis but if you wish to be sure of a visit from a member of the Chaplaincy Team or have an urgent request then please ask the ward staff to contact the Chaplain serving your denomination

Chaplains are drawn from a variety of local churches and are motivated by their faith to care for all people and communities. They offer care and comfort and a listening ear. All Chaplains have full authorisation under safeguarding procedures.

We ask visitors to…

Keep yourselves and patients safe:

- Use the hand gel on entering and leaving the ward (or wash hands if requested to do so by staff)
- Please do not visit if you are unwell
- If you have had diarrhoea and vomiting please stay away from the hospital for 48 hours after your last episode of diarrhoea and vomiting. If in doubt phone the ward and seek advice
- Understand and respect the decision to restrict visiting in the event of an outbreak of diarrhoea and vomiting (norovirus) or any other infection
- Assist the patient to keep the bed space tidy to enable our staff to clean effectively
- Speak to the nurse in charge before entering if the patient that you are visiting is in a single room and isolation signs are displayed
- Please use chairs to sit on and not the bed

Be mindful of other patients and visitors in the vicinity:

- Limit the number of visitors at any one time around the bed to two people (unless otherwise agreed with the ward staff) – check with other family members / friends about their visiting plans so you can space visits out
- Please adhere to the displayed visiting times. If you feel it is necessary to visit outside of these times please discuss this with the nurse in charge
- Well behaved children of any age are welcome, but only siblings can visit on the Maternity wards
- Be aware of how loud the conversation is and adjust volume if necessary
- Make use of the day rooms and outside areas.
- Help maintain all patients' dignity and privacy at all times
- Please turn your mobile phone to silent or off whilst visiting
- Do not take photographs of staff or other patients or visitors.

Help us to provide the best personalised care:

- Tell us about the patient – likes and dislikes, preferred name, hobbies and interests etc.
- Bring in photos, mementos and other items which help the patient to feel more relaxed and the environment less unfamiliar.
- Tell us if you are worried or concerned about any aspect of patient care or experience – please don't worry about raising concerns and complaints – we want to know so we can fix it.
- If you want to talk to the ward sister or other senior member of staff please don't wait until the end of visiting – tell us as soon as possible.
- Please don't interrupt the nurse wearing the red tabard during a medication round unless essential.
- If you want to be involved in providing personal care – helping with washing, at mealtimes etc. discuss with a member of the ward staff how you can help. **Your support will be very welcome.**
- Provide (and launder) appropriate day and night clothing for patients and ensure clothes and footwear are available for day of discharge.
- If you bring food in for your family member/friend please tell a member of staff who will advise you about storage and labelling of items.

Help us to keep you informed:

- Arrange for one family member to act as liaison between the ward staff, family and friends.
- A password can be arranged with staff to enable the discussion of confidential information over the telephone – with the patient's permission.

And don't forget – look after yourself!

Take a break from visiting – you and the patient will benefit from a quiet, restful period

We will….

Help to keep you and patients safe:

- Comply with infection control procedures, ensuring that facilities for hand hygiene are easily available.
- Do all we can to protect patients from cross infection?
- Ensure the environment is clean and clutter free.
- Answer your questions about infection control.

Work with you to provide the best personalised care:

- We will find out about the patient and use the information you provide to help them feel as safe and comfortable as possible.
- Support you (if you wish) to be involved in providing personal care such as helping at mealtimes, with washing and sitting with the patient.
- Enable you to stay overnight if you need to.
- Listen to any concerns and worries you have and respond to them quickly and sensitively – we want to know if we are not getting it right so we can do something.
- Support you to take a break – we want you to feel confident to leave the patient in our care so you can take the rest and respite you need.

Keep you informed (with the patient's permission):

- Only share patient sensitive information to known contacts.
- Support patients' next of kin or main family carer who wishes to speak to a member of the medical team.
- Involve you in discussions and planning around discharge.