

Information about Staying on Cley Ward Overnight in a Supporter's Role

You will be sharing space with other couples/women during a very private event. In this leaflet we would like to tell you the ward rules. If everyone follows these, you are less likely to have your experiences disturbed and you will be less likely to disturb others.

The ward is not only for pregnant women but also women that are recovering from surgery or unwell. Although the ward is combined, the two groups of women are cared for by two separate teams, one team being Nurses and the other Midwives. Please be mindful that at busy times you may have to wait for assistance or for a member of staff to open the door.

Staff on the ward

- All staff wear ID badges, stating their name and job status: midwife, maternity care assistant or doctor.
- There are fewer members of staff on duty overnight.
 - Staff are busy and prioritise the planned care they give to patients.

Facilities on the wards

- Supporters will be offered a chair only, at the bedside. Do not attempt to share the bed as they are not safe for two adults.
- The visitors' toilet is located outside Cley Ward for your use.
- Unfortunately there are no shower facilities you can use.
- Please avoid eating on the wards and in particular after 10pm, as this could cause a nuisance to patients trying to sleep.
- Each bedside has a call bell to summon help if needed.

Respectful behaviour

We wish to preserve the dignity and safety of everyone present, including the staff, and at the same time enable sleep and rest for all women.

- Supporters must remain in day clothes at all times.
- Please only use the visitors' toilet.
- Please keep noise to a minimum by talking softly and as little as possible. Do not use mobile phones or other handheld devices that may also cause a nuisance for others.
- Do not wander/pace around the ward alone as this may alarm other people.
- The hospital has a zero tolerance policy on violent, disruptive or aggressive behaviour.
- It is a criminal offence to cause a nuisance or disturbance on NHS premises.

- We reserve the right to ask you to leave at any time if your presence is disruptive, violent or aggressive. Please be reminded that we will not hesitate to call security staff if necessary.

In the event of an emergency

- Press the bedside call bell.
- Seek an immediate response from a member of staff.
- In the event of a fire, please be directed by the co-ordinating midwife.

Everyone's safety

- Space is very limited at each bedside and therefore must remain free from clutter at all times. Any items left on the floor around the bed could increase the risk of a trip or fall.
 - Please bring as little into the ward with you as possible and store all items in the bedside locker.

Security at night

In the event of a fire/emergency, the ward co-ordinator needs to know who is on the ward.

- There can be only **one** supporter overnight.
- In the event of a fire/emergency, the coordinator needs to know who the supporters are on the ward.
- Unlike during the day, we do not have additional staff to answer the ward doors, which are closed overnight. You may have to wait until a member of staff is free to open the door.

When would it **not** be suitable for you to stay?

- If you are overtired and unable to provide overnight support to your partner.
- If you have a medical condition requiring medication that you have **not** brought with you. Unfortunately we are unable to supply medication for supporters. However, we would like to be made aware if you have a medical condition.

If you have any questions or concerns about any of the information in this leaflet please speak to a midwife.