

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

In this leaflet we would like to outline our visiting contract and recommendations. If everyone follows these, you are less likely to have your experiences disturbed and you will be less likely to disturb others. We are here to provide you with the best possible care for your family. We aim to do this in a polite and courteous way and believe that our users have a right to be heard, understood, and respected. However, this relationship works both ways. You will be sharing space with other couples/women during a very private event. Failure to adhere to these recommendations will result in you being asked to leave the ward.

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 identity badges, stating their name and job status: You may meet midwives, maternity care assistants and/or doctors. Serco staff are also present on the ward for meals/drinks and cleaning.
- Please note there are fewer members of staff on duty overnight.
- Staff prioritise the care given to patients dependent upon clinical need, but if you have any questions, please do not hesitate to speak to a member of staff.

### Facilities for supporters 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 on Cley ward outside Bay 8, a member of staff will signpost this too you on admission.
- Unfortunately, there are no shower facilities you can use.
- Each bedside has a call bell to summon help if needed.
- There is a water-cooling station for access to drinking water.
- There are tea/coffee making facilities available when visiting hours have finished to allow access to hot drinks through the night - Hot drinks should be contained with a lidded cup that we ask you to bring with you to the ward. During the day, food and drinks are available at the hospital canteen.

### 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 always remain in day clothes including shoes.
- Please only use the visitors' toilet which is situated on Cley ward outside of Bay 8, a member of staff will make you aware of this on arrival to the ward.
- 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.
- if your presence is disruptive, violent, or aggressive We reserve the right to ask you to leave at any time.
- During overnight hours. We will ask you not to leave the ward from the hours of 21:30 until 07:30am.
- In the event of an emergency. Please press the bedside call bell and 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.
  - Please support our housekeeping and cleaning team to provide you with a clean and tidy environment by supporting curtains being open and minimal items on the floor to allow cleaning and washing of the floors

#### 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.

We welcome any feedback regarding you or your partners stay and can be given via the Friends and Family form by using the link <http://ratenhs.uk/IQu9vx> using the QR code

