

# Visiting Guide – Quick Guide for Staff

Please note that this guide is regularly reviewed and that there maybe additional requirements locally at the time of visiting which we ask all visitors to adhere to due to the changes with Infection Control measures at the Hospital and in the community. For example: ward/bay closures, requirement of wearing masks in clinical settings

# Visiting

- Visitors play a vital role in mental and emotional health/wellbeing for patients and increase our understanding of the patient's needs – good communication with visitors/Carers can improve the overall experience of care, improve discharge planning, helping to keep people well once discharged and reduce complaints. They are also part of the team to support and protect them – so we need their help to reduce infection control risks and (where appropriate) with personal care and wellbeing support.
- Visitors should **NOT** to visit if they have any symptoms of Covid-19, Flu, Norovirus, Diarrhoea and vomiting
- **When visiting, people are strongly encouraged to help keep patients and everyone safe by:**
  - Decontaminating their hands appropriately using either hand sanitizer or water and soap
  - Mask wearing is not mandatory but visitors are welcome to wear masks if they wish or when requested by staff due to IP&C precautions
- Visitors who have tested positive or have Covid-19 symptoms should follow Government guidance. [COVID-19: guidance and support - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/covid-19-guidance-and-support)
- Visitors displaying signs of other infections are required to discuss with the ward manager appropriate measures to re-commence visiting once their infection has cleared
- Visitors are reminded to inform ward staff if they develop symptoms whilst visiting

# Visiting Process

## All medical/surgical wards Including Emergency Assessment Unit Surgical (EAUS)

- Visiting time is from 2pm until 8pm 7 days a week. No need to book.
- Wards operate 'protected mealtimes' and visitors will usually be asked to leave/not visit during those times – unless they are supporting the patient (by agreement with the patient/ward (eg Carers, named support))– check with the ward for mealtimes/arrangements.
- Maximum of 2 visitors per bed (no children under the age of 12)
- Exceptions to this by arrangement with the ward manager
- **Family / Unpaid Carers:** people may come with the Norfolk Carer Identity Passport or may have/be offered a NNUH Carer's Passport and if appropriate a Carer's Contract to support open/agreed times to be on the wards (arranged via ward manager as not 'visitors') [Norfolk and Norwich University Hospitals NHS Foundation Trust » How we support carers \(nnuh.nhs.uk\)](https://www.nnuh.nhs.uk)
- **Message to visitors:** to support mealtimes and essential care giving, you may be asked to leave the bed space/ward if it cannot be delayed until the end of visiting – if visitors/carers wish to help at mealtimes this can be really helpful for encouraging patients to eat and supports staff being freed to help others without support – visitors/Carers to discuss with ward manager
- Visitors are expected to be respectful of staff – abusive or aggressive behaviour will be challenged.
- To help keep numbers down on the ward at one time, consider options off the ward such as side rooms, going outside or off ward etc where possible and relevant – this also supports patients to mobilise and can support reduced length of stay
- There is extra flexibility for patients who are at the end of their life (the number of visitors in a side should be discussed and agreed between the family and ward manager) – see also 'Support for Families when a Loved One is Expected to Die' leaflet for patients and families outlining support available – copies available via Powergate ref: NOR1121
- **Covid Positive patient** – Staff will follow latest Infection Prevention and Control advice and liaise with patient/family/visitors on case by case basis to inform them that the patient is positive, agree if visit is necessary as well as the approach to visiting (time/length/masks etc)
- Virtual visiting will be promoted as a preference as well as Family Liaison Officers contact etc (see final slide)

# Visiting Process Maternity

- Two birth partners allowed for **Delivery Suite** and the **Midwifery Led Birthing Unit**
- One birth supporter can remain on the **ward** to support overnight. Adult visiting between 3pm and 6pm. Siblings welcome during these visiting hours also. No other children are permitted on the ward. 2 visitors per bed space during this time.

Ward quiet time is between 1pm and 3 pm - There are to be no supporters or visitors on the ward during this time.

If you leave the ward after 9.30pm, re-entry will not be permitted until 07.30am unless you are visiting a baby on NICU.

- Birth partner or supporters can attend all **community midwifery antenatal and postnatal clinic appointments**.
- One support person may attend for **hospital appointments**. For example, Maternity Assessment Unit and Antenatal Clinic.

## Visiting Process

### Children and Young People (CYP) – wards/areas/emergency

**NICU:** Parents/guardians are partners in care and have 24 hour access to NICU . Additional visiting is from 4pm to 6pm with a maximum of 2 people at the cot side at any one time (including parent). Siblings are able to visit as per discussions with the unit team.

**Children's Emergency Department (ChED) and Children's Assessment Unit (CAU) on Coltishall** – Maximum of 2 adults to accompany each child. Siblings in exceptional circumstances only.

**Buxton** - Open visiting with a maximum of 2 parents/carers/visitors at the bedside at any one time. One parent/carer is able to be resident overnight. All visitors including siblings, bar the resident parent/carer, are able to visit between 10am and 7:30pm, there may be exceptional circumstances where this is flexible and decided by the Nurse in charge. During ward rounds and at some other times visitors other than the parents/carers will be asked to leave.

**Children's Day Ward (CDW)** – Open visiting with a maximum of 2 parents/carers/visitors at the bedside at any one time. Siblings/ other children in exceptional circumstance only.

# Accompanying someone to the Emergency Department or Outpatient appointments including Acute Medical Unit (AMU)

- **Outpatients:** patients are encouraged to attend alone. If the patient has been advised to be accompanied via letter, have additional needs or feel they would benefit from support, they may be accompanied.
- **Emergency Department:** encouraged to attend alone. If the patient has additional needs they may be accompanied, this remains at the discretion of the Nurse in charge.
- *Mask wearing is not mandatory but patients and visitors are welcome to wear masks if they wish or when requested by staff due to IP&C precautions and should decontaminate their hands appropriately using either hand sanitizer or water and soap.*

# Visiting Process

## Critical Care including Infection Control measures

- **Visitors should NOT attend** with any symptoms for Covid, cold, flu, norovirus, diarrhoea, vomiting
- **When visiting:**
  - Decontaminate hands appropriately using either hand sanitizer or water and soap on arrival to unit & before leaving patients bedspace (or after removing PPE used in bedspace)
- Visiting times are 2.00pm – 7.30pm (no booking required)
- Maximum of 2 Visitors per patient / Next of kin (NOK) and immediate family only
- Exceptions to routine visits outside of normal visiting hours to be discussed and agreed by the Co-Ordinator & Multiple Disciplinary Team
- *Mask wearing is not mandatory but visitors are welcome to wear masks if they wish or as requested by staff due to IP&C precautions*

### If Patient has Infection Control measures:

- Bedside Registered Nurse to liaise with Nurse in Charge and Co-Ordinator for arrangements with families
- Advise visitors on PPE requirements as per latest Infection, Prevention and Control advice.
- Nurse in Charge/ Co-Ordinator to document visiting arrangements agreed in patient's electronic record.
- Critical Care Complex team to support families with arranging Virtual Visits, if preferred

# Keeping In Touch – Other Options/Support

In addition to face to face visiting there are other options/support which can help patients keep in touch with friends/family

- **Own Devices:** patients to use own personal digital device with video-chatting apps on phones and tablets.
- **Virtual Visiting:** each ward has an i-Pad for use for Skype – see Standard Operating Procedure for use of Skype, ATouchaway and vCreate for Virtual Visiting During COVID-19 (Trust Docs ID: 17336). Wards also have portable phones.
- **PALS Best Wishes Messages to Loved Ones:** PALS provides a service to ensure patients receive Best Wishes messages from their family and friends as quickly as possible. Messages can be sent to PALS by email to forward to the ward the next working day: [PALS@nnuh.nhs.uk](mailto:PALS@nnuh.nhs.uk)
- **Keeping Families Informed:** wards are to ensure named family members are kept up to date at agreed intervals, in lieu of visiting.
- **Spiritual Health Service:** support is available via the **Spiritual Health Service** for families. The team visit all wards as well as offering the virtual **Spiritual Health** service, bereavement support line and iPad Visiting support.
- **Family Liaison Team (FLOs)** – temporary FLOs available via [familyliaisonservice@nnuh.nhs.uk](mailto:familyliaisonservice@nnuh.nhs.uk) (can help with all of above as well as calls with basic updates)