Guidance for Visitors

Information for visitors and patients

Please speak to Ward Staff if you would like more information or if you have any concerns or questions

John’s Campaign
for the right to stay with people with dementia in hospital
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Guidance for visitors

Visitors are very welcome at our hospital and we appreciate the care and support you provide to your relatives and friends during their stay.

Our Trust visiting times are 1pm-8pm on all wards with the exception of special care baby unit, children’s ward, maternity and Selby Memorial Hospital where different arrangements exist.

In order for us to provide the best possible care we have produced the following guidance:

- If, by agreement with the Nurse in Charge, you are providing specific care or support to a relative or friend you will be supported to visit the ward outside the standard visiting hours.

- The Nurse in Charge may ask you to leave the ward whilst care is being undertaken. Please respect his or her decision.

- If it is the first time you are visiting, make your way to the nurses’ station where you will be shown where your relative or friend is being cared for.

- Due to restricted space and to reduce the risk of infection, we would ask you to limit visitors to two people at a time.
• Please show courtesy and consideration to other patients by minimising noise.

• If curtains are closed or you are asked not to enter a bay, please respect the privacy and dignity of our patients. Please speak to a nurse in these circumstances.

• Please speak to a member of nursing staff before giving patients any food or medication.
To keep patients safe from infection

• School and nursery age children are more likely to carry infections to which patients may be vulnerable. Please think carefully before visiting with children.

• Always use the sanitiser gel, located at the entrance to the ward, or wash your hands before and after your visit.

• Please do not sit on beds.

• Flowers and flower water can harbour bacteria that can be harmful to our more vulnerable patients, which is why we ask you not to bring flowers or plants as gifts. Save them for when they come home.

• If you have been unwell or exposed to any infection please do not visit. You should be free of symptoms for 48 hours prior to visiting.

• In exceptional circumstances (such as the winter vomiting virus) some areas may close to admissions and we may need to restrict visiting. We will publish this information on our website.

• If you have any questions or concerns, please speak to a member of staff.
Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact: Patient Advice and Liaison Service (PALS), The York Hospital, Wigginton Road, York, YO31 8HE, telephone 01904 726262 or email pals@york.nhs.uk.

Teaching, training and research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email pals@york.nhs.uk.

An answer phone is available out of hours.
Please telephone or email if you require this information in a different language or format

如果你要求本資訊以不同的語言或版式提供，請致電或發電郵
Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail
Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

01904 725566
email: access@york.nhs.uk

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