

We have created this charter to explain what you can expect from us during your visit and what we would like from you in return.

## What you can expect from our staff:

### Supportive care

- ✔ Supporting patients to define their "family" and how they would like them to be involved in care, care planning and decision making
- ✔ Protected mealtimes: to provide a dedicated mealtime for patients, free from interruptions or distractions

### Information Sharing

- ✔ Providing a clear explanations regarding care and treatment
- ✔ Ensuring patient consent is given prior to sharing information with visitors
- ✔ Arranging time for you to speak to the ward manager or consultant to address any concerns about patient care or safety

### Privacy, Dignity & Respect

- ✔ Being polite & respectful at all times
- ✔ Politely ask you to leave when necessary e.g. to ensure patient confidentiality, privacy and dignity

### Infection Prevention

- ✔ Ensuring appropriate hand hygiene is adhered to at all times
- ✔ Complying with infection prevention control measures

## What we expect from our Inpatient & Outpatient visitors:

### Supporting Care

- ✔ Speak with nursing staff if you wish to be involved in supporting care according to patient preference
- ✔ Understand that occasionally you could be asked to temporarily leave the ward
- ✔ Help facilitate timely discharge as appropriate through planning with the wards, when appropriate
- ✔ Protected Mealtimes should be recognised and adhered to (unless support is being provided to the patient)

### Information Sharing

- ✔ Inform staff of any specific needs of the patient
- ✔ Ensure that personal information cannot be shared with visitors without the patients' consent
- ✔ Speak with the nurse in charge if you have any questions, worries, concerns or compliments – we welcome all feedback

### Privacy, Dignity & Respect

- ✔ Please be polite and courteous, and follow advice and guidance provided by hospital staff
- ✔ Anyone displaying aggressive or abusive behaviour may be asked to leave

### Infection Prevention

- ✔ Clean your hands thoroughly on both entering and exiting any ward or department
- ✔ Avoid visiting if you are unwell; if you have diarrhoea, vomiting or flu like symptoms do not visit until you have been clear of symptoms for 48 hours

- Children **under the age of 12 years** are welcome to visit relatives. However, this needs to be **checked with the Nurse In Charge** on the ward.
- Alternatively, if patients are well enough they could meet their young relatives at the coffee shop at the main entrance of Harrogate District Hospital which would be a better environment for children.
- **Scan the QR Code** with your Smart Phone Device for further information regarding visiting hours for each ward.

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