Visitors charter

Airedale NHS Foundation Trust

Our priority is caring for our patients and we understand how important visits from family members, carers and friends can be in their recovery.

This charter helps us to work together to ensure our patients receive the best possible care and experience.

Our promise to you:

- We will be polite and courteous and will communicate information effectively with the patients permission.
- We will create a calm and peaceful environment for patients to rest.
- We will respect the time visitors spend with patients; however, we may politely ask visitors to briefly leave the ward for privacy, dignity and to provide clinical care.
- We will support and encourage carers and relatives to be involved in care, care planning and decision making.
- We actively support John's Campaign and will welcome carers to the ward.
- We will protect mealtimes, restricting non urgent activity and offer support to patients to encourage eating and drinking.
- We will provide a clean environment and hand hygiene facilities to reduce the risk of infection and will follow infection prevention and control measures which may include restricting visiting or caring for patients in a side room
- We will listen to your feedback and learn from patient and visitor experience.

Your promise to us:

- You will be polite and respectful.
- Abusive, aggressive or racist behaviour will not be accepted, and you may be asked to leave the ward.
- Follow visitors guidance which includes only two visitors at a bedside unless flexible arrangements have been agreed with the senior staff in charge.
- Supervise young children, keep phones on silent and keep noise to a reasonable level
- Accept you may be asked to leave the ward briefly.
- Be respectful of all patient's dignity and privacy.
- Inform nursing staff if you would like to be involved in care of the patient.
- Inform us if patients have any dietary requirements
- If you are unwell with vomiting, diarrhoea or cough/cold symptoms please do not visit.
- You will follow infection prevention and control measures and use the hand hygiene facilities provided.
- You can share your experience with us so we are able to learn from your experience.