Charity visiting guidelines

Thank you for supporting Airedale Hospital & Community Charity.

We are incredibly grateful for your generosity and interest in seeing the difference your support makes. To ensure all our visitors are safe, respectful, and supportive of patient care, we have developed the guidelines below for everyone to follow.

Please remember that we are, first and foremost, a hospital, and caring for our patients will always come first. We'll do our very best to make your visit happen, and we hope it can go ahead as planned, but sometimes things change at the last minute that are beyond our control. We truly appreciate your patience and understanding.

1. Purpose of visits

Charity visits are designed to:

- Give you an insight into the work you are supporting
- Showcase the impact of charitable donations
- Allow you to meet staff or project leads involved in funded initiatives
- Enable supporters to bring their donations
- Say thank you and arrange publicity of donations

Visits must always be arranged in advance and accompanied by the Charity Team or authorised Trust staff member.

2. Safeguarding & professional conduct

Airedale Hospital & Community Charity is the official charity of Airedale NHS Foundation Trust and we are committed to safeguarding everyone who uses our services including patients, families, visitors, and staff. During your visit, please:

- Treat all patients, visitors, and staff with dignity and respect
- Follow the instructions of our staff leading the visit at all times
- Avoid direct interaction with patients unless invited and supervised by staff
- Do not take photos or film inside clinical or staff areas unless pre-approved by the Charity Team
- Report any safeguarding concerns immediately to your Charity or staff contact

Please note - anyone who does not follow safeguarding guidance may be asked to end their visit.

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3. Infection Prevention & Control (IPC) requirements

To keep our patients, donors, volunteers, and staff safe, and to minimise infection risks, please follow Trust IPC guidance:

Before your visit

Please do not attend if you:

- Feel unwell (including colds, flu-like symptoms, diarrhoea or vomiting)
- Have tested positive for COVID-19 or have symptoms
- Have had recent contact with someone with an infectious illness
- Have had sickness or diarrhoea in the last 48 hours

During your visit

- Follow all hand hygiene requirements — sanitise or wash hands on arrival, between areas, and before leaving
- Use personal protective equipment (PPE) if instructed by staff
- Avoid touching equipment, surfaces, or medical apparatus
- Keep to the planned route and areas agreed for the visit
- Maintain respectful distance from patients and staff engaged in clinical duties

4**. Areas Donors May Not Access**

To safeguard patients and prevent disruption to clinical care, donors will not be permitted to enter the following areas:

Restricted at all times

- High-dependency or critical care units
- Isolation rooms or wards with infection risks
- Maternity wards (unless part of a pre-approved project visit)
- Any area where there is a safeguarding concern
- Areas where patients may be undressed or receiving personal care
- Staff-only rooms, changing areas, or treatment preparation spaces

Restricted if there are infection, staffing, or operational pressures

The Charity and clinical teams may need to restrict access to additional areas on the day if required for staff and patient safety. These decisions are final and unfortunately we aren't able to adjust them.

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5. Photography, filming & media

To protect privacy and dignity:

- No photography or filming is permitted without written approval
- Staff and patients may only be photographed with their permission including a signed consent form (this can be completed by a parent, guardian or accompanying carer)
- Approved photography must be supervised by the Charity Team

6. Gifts and physical donations

If bringing items for donation (e.g., books, toys, equipment):

- These must be pre-approved by the Charity Team
- Items must be new and meet hospital safety standards
- Soft toys and similar items cannot be accepted due to IPC restrictions

7. During the visit

Your visit will be hosted by the Charity Team or a designated member of staff. Please:

- Stay with your host at all times
- Follow their instructions regarding movement through the hospital
- Keep noise to a minimum in patient areas
- Respect patient confidentiality — do not read whiteboards, charts, or personal information
- Ask questions at any time — we are happy to guide you and chat about the work of our amazing colleagues

8. After the Visit

We welcome any feedback and reflections. If you'd like more information about how your support is making a difference or are interested in future projects, we'd be delighted to speak with you.

Thank you

Your support helps us enhance care, comfort, and wellbeing across Airedale Hospital and our community services. We appreciate your cooperation in helping to keep our patients safe and respected during your visit.

If you have any questions about these guidelines, please contact:

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