

## Interacting with our staff



Our staff are here to provide the best care possible. If you have questions or concerns, please approach a nurse or ward manager.

We encourage 'It's OK to Ask'. This is based on three questions you may wish to know about the care the patient is receiving. With appropriate consent, we are happy to address: 'What is the main problem?', 'What needs to be done?' and 'Why is this important?'.

Please maintain a positive and respectful attitude when interacting with staff. If you have any concerns, or compliments, about the care being delivered please firstly speak with the nurse-in-charge. You may also wish to contact the Patient Relations Team.

## Rest (visitors and patients)



There are a limited number of rest areas available for visitors in various locations throughout the hospital(s). Please utilise these spaces for your comfort. Visit our website for more information on facilities available.

Please be mindful patients will be resting, so please do not speak on mobile phones in a loud manner to help maintain a calm environment.

## Leaving hospital

If you have been issued a visitor pass, please return it at the ward reception desk as you leave.



## Support services

Our Trust offers various support services including chaplaincy services, family and carers support, and volunteer programmes. Feel free to ask the healthcare professionals about these resources during your visit.



We are committed to providing care in a compassionate and supportive environment, and we appreciate your cooperation in following these guidelines. Your presence and support are essential to the healing process, and we are here to assist you in any way possible.

## Working in partnership

The Royal Wolverhampton NHS Trust  
Walsall Healthcare NHS Trust

MI\_14466214\_30.12.24\_V\_1



# A guide for patients and visitors – our 'partners in care'

Being in hospital can be a worrying and anxious time for patients, and for their loved ones.

We recognise visitors as our 'partners in care' – playing a key role in the patient's recovery.

This guide is designed to help patients and visitors feel supported and informed throughout their stay.



Care Colleagues  
Collaboration Communities

## Welcome

When you arrive at hospital, you will be greeted by our friendly staff and volunteers. Feel free to ask any questions or ask for help, if you need it.

We aim to provide a welcoming and comfortable atmosphere for all.



## Visiting hours

**Our visiting hours are between 11am and 8pm.** This allows patients to receive essential rest and care.

In special circumstances, exceptions may be made. Please discuss any requests with nursing staff or the unit manager.



## Being a partner in care

Visitors are an essential part of a patient's recovery. Your presence can provide emotional support and encouragement.

Kindly follow the Trust's guidelines (e.g. hand hygiene – see more information below) and be mindful of the patient's medical needs during your visit (i.e. supporting the healthcare professional to carry out their assessment(s)/deliver the necessary treatment).

Please be aware of the need to restrict visitor numbers to two people at the bedside at any one time to protect the privacy and dignity of other patients on the ward, and to allow adequate space between patients and visitors (to maintain a safe environment and prevent overcrowding).



## Checking in

Upon arrival, please check in at the ward information desk. Unpaid carers with a 'partner in care' agreement will be issued a visitor's pass and provided with any necessary instructions. An unpaid carer is anyone, including children and adults, who looks after a family member, partner, or friend who needs help because of their illness, frailty, disability, mental health problem or addiction and cannot cope without their support. The care they give is unpaid. This does not have to be the patient's next of kin.

Checking in helps ensure the safety and security of all patients.



## Hand hygiene

Good hand hygiene is essential to prevent the spread of infections. Please use the hand sanitisers provided, especially before and after visiting a patient. You are also encouraged to wash your hands using soap and water where a sink is available. You must not visit someone in hospital if you have a cough, cold, diarrhoea, vomiting or any other infectious condition.



## Privacy and confidentiality

Respect the patient's right to privacy. Always knock before entering a patient's room or check it is ok to enter if a curtain is pulled around the bed space.

You may be kindly asked to leave the ward during doctors' rounds to ensure other patients' confidentiality, or if our facilities staff need to clean around the bedspace.

Avoid discussing the patient's condition or medical history in public areas.



## Supportive mealtimes

We believe 'mealtimes matter' and will try to avoid carrying out assessments/delivering treatment at mealtimes so patients can eat their meal in a calm and relaxed environment.

Visitors are welcome to assist the person they are visiting at mealtimes, with their agreement. Please speak to the nurse in charge before assisting (ask for them at the ward reception desk).

There may be occasions when enhanced support is provided by our 'Mealtime Mate' volunteers, who are trained to support patients to be 'mealtime ready' and enjoy a comfortable mealtime experience.



## Comfort items

Feel free to bring comfort items for the patient such as books, magazines, or personal items such as toiletries, glasses, suitable clothing, and footwear. We are a smoke-free hospital, so cigarettes are not allowed within the hospital grounds.

While thoughtful gestures are appreciated, please check with the nursing staff for any restrictions on gifts or flowers.

Discuss any diet restrictions or food preferences with the patient and nursing staff before bringing any food or beverages to the ward.

