








Aintree Visitors' Charter

The aim of the charter is to ensure that visitors are aware of what is expected of them and what they can expect of us whilst visiting our hospital.

We actively encourage carers and if you would like to support or help with care, you will be welcomed. Please ask the staff for a copy of our **Carers' Passport**.

Our Visiting Times are 1:30pm – 7:30pm. If these hours are not suitable, you may visit outside of this period. Please discuss this with the nurse in charge.

What we can do for you:		What you can do for us:
	We will be flexible in our visiting times and try to meet our patients' needs whenever possible.	Please do not feel that you have to stay for the whole of the visiting period. The person you have come to see needs to rest and recover. Please ensure that no more than two people visit at a time.
	We will be polite and courteous to you at all times.	We expect visitors to show the same courtesy to all Trust staff. Disruptive or unsafe behaviour is not acceptable and those visitors will be asked to leave.
	We may need to ask you to leave for a short time while we deliver care to patients.	We ask that you respect the need for patient privacy and confidentiality at these times. Please understand that no information can be given to relatives or visitors without the patient's consent.
	Any member of staff will always direct you to nurse in charge if you have any questions or concerns.	Please do not use your mobile phone or take photos or videos of patients or members of staff.
	We try to create a calm and restful environment to help our patients to recover.	We ask that you help by keeping noise levels to a minimum, supervise children at all times and for safety reasons, do not allow them to run around or climb onto beds.
	We work hard to prevent any cross infection.	Please do not visit if you are unwell. We expect you to follow any infection control instructions on the ward, including using the hand gel available at the ward entrance. Please do not sit on patients' beds.
	We try to make sure that meal times are at approximately the same time each day.	Please do not visit at meal times, as patients need to be able to enjoy their meal in a quiet and relaxed atmosphere. If you wish to help your relative or friend at meal times, please arrange this with nursing staff. Please ask the staff for a copy of our Carers' Passport.