Changes to Visiting Hours

As from the 4th August 2008 visiting hours at Raigmore will be changing.

The new times will be:

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<tbody>
<tr>
<td>Afternoon</td>
<td>14.30 - 16.30</td>
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<tr>
<td>Evening</td>
<td>18.30 - 20.30</td>
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The exception to this are the Children’s Ward, Critical Care / High Dependancy and primary care supporters (e.g. fathers / partners) visiting the Maternity Ward.

Visiting arrangements should be discussed with the staff on duty.
Information for Visitors

Visiting times
From Monday, 4th August 2008, the Visiting Hours for Raigmore Hospital will be:

14:30 – 16:30
18:30 – 20:30

The exceptions to this are the Children’s Ward, Critical Care / High Dependency and primary supporters (eg fathers, partners) visiting the Maternity Ward. Visiting arrangements should be discussed with the staff on duty.

Patient wellbeing
◆ It is important that family and friends try and co-ordinate their visits. No more than two visitors are allowed per bed at any one time. This is particularly important in 6 bedded rooms, where other patients may be very unwell.
◆ Visitors should adhere to visiting times. Nursing care, good nutrition and resting time are all important parts of your stay in hospital. Patients can tire easily and a short visit can be more beneficial.
◆ Staff and visitors need to respect the fact that patients do need rest and must be considerate about noise.
◆ Some patients may require or prefer assistance at meal times from a friend, partner or family member. Please do approach a member of staff if this is the case.
◆ Under special circumstances, visitors may be prevented from seeing a patient if it is in the best interests of the care of that individual.

Infection control
◆ Visitors have a major role in minimising the spread of infection. All visitors must wash their hands and use the alcohol gels provided, both on arrival and leaving the ward.
◆ Visitors must not sit on beds. There are plastic chairs provided for visitors.
◆ Please do not visit if you or your child is unwell, particularly with colds or flu.

Visitor safety
◆ Children should be supervised at all times to prevent accidents on busy wards and ensure the safety of the child.
◆ At times, visitors may be asked to leave a ward. If this happens, it is for an important reason connected with the care of patients, or other reasons in the best interests of visitors and for everyone’s safety.

Liaising with ward staff
◆ In order to ensure that the right people get the right information one family member / carer should be elected to contact the hospital on behalf of friends and family to find out how you are.
◆ If there are particular reasons why visitors can’t visit during the set times, they should seek prior approval from staff before arriving on the ward.
◆ Staff are there to help. Aggression towards staff is not acceptable.

Thank you for your co-operation.

Susan Eddie  Raigmore Patients’ Council
General Manager, Raigmore Hospital  Raigmore Hospital

Working with you to make Highland the healthy place to be