

# Changes to Visiting Hours



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

**The new times will be :**

**Afternoon 14.30 - 16.30**

**Evening 18.30 - 20.30**

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, 4<sup>th</sup> 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  
General Manager, Raigmore Hospital

Raigmore Patients' Council  
Raigmore Hospital