



welcome...

Person-centred care and
visiting in NHS Grampian

Guidance for women, partners, carers, families and friends



Welcome...

When your partner, friend or family member is in the maternity hospital, it can be both exciting and on occasions worrying.

Partners, families, carers and friends have a role in supporting us to plan and deliver person-centred, safe and effective care.

We recognise it is also important to support each other during these times.

NHS Grampian believes partners and their families play an important role as part of the care team. To support this, we have made a commitment to the Equal Partners in Care (EPIc) Project.

This means visiting will be flexible in line with the needs of the individual and that we welcome anyone with a caring role to participate in care, as long as it's safe, agreed with both the patient and staff, and respectful of other patients.

To ensure the EPIc approach is as successful as it can be, we encourage staff to prioritise an open and honest conversation with women and their families about how we can work together to make a positive difference to the experiences of everyone involved.

We welcome you to:

- Visit the ward as much as your partner, friend, or family member would like you to while being respectful of other patients and staff.
- Participate in care as appropriate for your partner, friend or family member.
- Share your experience.

If you require further information, please speak to the midwife in charge of the ward you are in.

Dr June Brown

Executive Nurse Director



Our ambition is to provide high quality care which is person-centred, safe and effective. This means we put people at the heart of everything we do. Welcome Wards is less about having fixed visiting times and more about helping you support those in hospital in the best way possible.

Person-centred visiting

- Partners, carers, families and friends are welcome and play an important role in recovery.
- We are aware hospital wards can be busy, noisy places. We will try to keep this noise to a minimum especially during the night.
- There are times of the day that tend to be busier than others. There is often a lot of activity in the mornings and often certain procedures and investigations will be pre-planned for specific times.
- We will ensure that there are times in the day when we leave people to rest and relax with their family and friends.

You can help by

- Making sure the environment is as restful as possible and there is room for staff to care for your family member or friend.
- Visiting during daytime and/or evening hours where possible.
- Respecting other women's and visitors' need for privacy.
- Supervising children you bring with you to visit at all times.
- Remembering visiting can be tiring. It is important to make sure you look after yourself and get plenty of rest.
- Being considerate of other families, visitors and members of staff.



We will keep you informed

- We will always try to make sure a member of staff is available to speak with you. Sometimes we may be caught up caring for other women and babies. At these times, we would be grateful for your patience.
- In order to protect privacy, we only give out general information over the phone and not specific medical details.
- Our staff will make sure that patients with communication needs are supported.
- For patients or family members who have limited English, staff can arrange a face-to-face or telephone interpreter.
- For Deaf/British Sign Language (BSL) users, staff can arrange a BSL/English interpreter or an online video BSL interpreter.
- Written information in other formats or languages can also be provided, upon request.

Help us keep you informed

- It is very helpful if you can arrange for one family member to be the contact between the ward staff, family and friends. This means staff can spend more time delivering care.
- If ward rounds are taking place in communal areas, you may be asked to step outside for a short time; this helps us maintain confidentiality.



We will keep you involved

- Partners, carers, family or friends can be included in discussions about care as much as you wish.
- Social contact at meal times can be therapeutic for some but not everyone. We would ask you to respect individual wishes.

Help us to keep you involved

- Partners, carers, family and friends – please inform us of any specific needs that your family member or friend may have.
- Let us know if you would like to help with providing any care. (This needs to be with the agreement of the person in hospital. We can then discuss to agree how best we can support this).

We will keep you, your partner and family member or friend safe

- We will comply with infection control procedures, ensuring facilities for hand hygiene are easily accessible.
- Our priority is to protect you from infection. On occasion this may result in limiting the number of people visiting or caring for someone, and/or the length of time visitors are encouraged to stay.
- We will make you aware of times when it would be helpful for staff not to be disturbed, for example during medicine administration.
- Staff may wear personal protective equipment while caring for people and will keep you informed of this. You may also be encouraged to wear a surgical face mask if showing symptoms of respiratory illness, where it is clinically safe and tolerated to do so.

You can help us

- Please wash your hands with water and soap or using alcohol gel on entering and leaving all wards and departments.
- Please speak to a member of staff before entering a room that has an alert sign on the door.
- Visitors should not use patient toilets. Ward staff can direct you to the nearest public toilet.

Listening



We will listen to you

- We will always listen carefully to you to understand the things that are really important to you.
- We want to take account of your personal values and beliefs in the way we support you.
- Please speak with the midwife or nurse in charge who will be happy to discuss any concerns you may have.

Please give us your feedback

- We value all experiences shared with us and are committed to learning and improving from feedback.
- We want to resolve any concerns you may have at the earliest opportunity. In the first instance please discuss any concerns with the midwife or nurse in charge.



Improving



You can also share your experiences with us in a variety of ways to help us improve our services.

- Some clinical areas have 'improvement tree' wall charts allowing you to provide anonymous comments.
- Alternatively, contact the Feedback Service on **0345 3376338** or email **gram.nhsgrampianfeedback@nhs.scot** or by completing one of the feedback cards available in all clinical areas.
- You can also visit **www.careopinion.org.uk** or call **0800 122 31 35**.



Have your say...

- Families, carers and members of the public are involved in the work of NHS Grampian in lots of different ways, helping to make a difference to our services now and in the future.
- Contact the Public Involvement Team on **01224 558098** or email **gram.involve@nhs.scot**
- You can also visit **www.birthingrampian.scot.nhs.uk**



Other support...



Spiritual care

Healthcare chaplains offer support for patients, carers and relatives. They are there for those with or without religious belief. If you would like to see a chaplain, you can either:

- Ask a member of staff to contact a chaplain.
- Contact a chaplain by phoning **01224 553316**.
- Email chaplaincy department **gram.chaplaincy@nhs.scot**
- In community hospitals, local arrangements are available. Please speak with the midwife or nurse in charge for further information.

Clinical contacts

You may come into contact with many different professions, clinicians and other staff during your hospital stay.

If you would like to discuss any concerns with your care, please inform the staff caring for you.

If you wish to discuss any matters in relation to person-centred visiting, we encourage you to do so with the midwife in charge. However, if you have any issues that you wish to discuss further, please contact us via email gram.visiting@nhs.scot



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the booklet online



Person-Centred Care and Visiting Within NHS Grampian

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gram.communications@nhs.scot

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