

Visiting Policy update

We would like to reassure all patients, visitors, staff, and volunteers that the health and safety of everyone remains our highest priority. We are committed to providing a safe and supportive environment and closely monitor and follow government guidance on infection prevention and control.

Ongoing Review and Updates

We remain vigilant in reviewing the latest government recommendations regarding visiting procedures and infection control. As guidelines are ever changing, we will promptly update our policies to ensure that we are doing everything possible to protect our vulnerable patients, their families, and our dedicated staff.

Visitors' Alternative Means of Contact

We understand that visiting in person is not always possible so we continue to support alternative methods of staying connected, such as the use of Wi-Fi and iPads across our wards. This allows families to maintain communication at any time of day or night.

Visiting Hours

Visiting hours are from 10:00 AM to 8:00 PM, with a designated break from 2:00 PM to 4:00 PM to allow for patient rest and essential care. If you need to visit outside of these hours, please speak with the ward staff, who will do their best to accommodate your needs.

Visitors Under 16

We welcome visitors under the age of 16 who are accompanied by a responsible adult.

Overnight Stays

In order to ensure the safety of our patients and staff, overnight visiting can only be permitted in exceptional circumstances or where a specific need has arisen, for example, in the last hours of life. Visitors during the night will be unable to leave and re-enter the building. We are aware that unexpected circumstances can arise making visiting difficult and we will aim to be as flexible as possible while still ensuring the safety and comfort of our patients. Unfortunately, we are unable to accommodate overnight visits for those under the age of 16.

Food and Catering

Visitors can order food from our on-site catering service between 7:00 AM and 6:00 PM. Alternatively, visitors are welcome to bring their own food, although there is limited access to facilities for warming food on-site.

Pets

Pets are permitted to visit, but this must be arranged in advance, and only where it is safe to do so. The size and type of pet, as well as any potential allergies or concerns for staff, patients, or other visitors, will be considered to ensure safety for all.

Infection Control Precautions for Visitors

Please inform the staff, by phone, if you think you may have a contagious illness such as COVID-19, norovirus or flu. We will help you to continue visiting with precautions in place.

Smoking and Substance Use

Smoking is permitted only in designated outdoor areas. However, we are unable to accommodate smoking overnight. Please note that the smoking room inside the building is exclusively for patients. The use of illegal substances is strictly prohibited on our premises.

We also kindly ask that visitors refrain from visiting if under the influence of alcohol or drugs.

Respecting the Environment

We kindly request that all visitors respect the environment and be considerate of others in our care. Any behaviour that disrupts the comfort and safety of patients, staff, or fellow visitors will not be tolerated. Visitors who do not adhere to these guidelines may be asked to leave the premises, and in extreme cases, law enforcement may be involved.

We sincerely appreciate your cooperation in helping us maintain a safe, supportive, and respectful environment for everyone. If you have any questions or concerns regarding our visiting policy or need assistance with any of the guidelines, please do not hesitate to speak with our staff.

Thank you for your understanding and continued support.