

## A ward is closed due to an outbreak of an infection; what visiting arrangements are in place for there?

If the ward is temporarily closed, please follow the advice provided by staff, as there may be additional safety measures to follow.

## My family member or friend is particularly vulnerable to the risk of infection; what visiting arrangements are in place for them?

For patients who have a particularly high risk of infection we will continue to discuss their visiting arrangements as part of their individual risk assessments. Ward and department staff will be happy to discuss these with you. If your relative or friend is being isolated, please follow the advice provided by staff, as there may be additional safety measures to follow.

## What safety measures do I need to follow?

For your safety and the safety of others, please use the hand gel provided when coming into and leaving the ward.

Visiting may take place at a bedside or in a communal area. In all instances please use the chairs provided for visiting. If visiting at a bedside, you should avoid sitting on the bed, as this can spread infection.

Please do not visit if you are unwell. For example, if you have cold or flu, vomiting or diarrhoea, or an upset stomach.

## Where can I find further information?

Further information about current visiting arrangements is available on the NHSGGC Website or you can scan the QR code:



If you require this information in an accessible format such as large print or Braille, or in a community language, please email:

✉ [person.centred@ggc.scot.nhs.uk](mailto:person.centred@ggc.scot.nhs.uk)

Thank you so much for your co-operation and support.

## Patient Information Person Centred Visiting



## What is Person Centred Visiting?

Person Centred Visiting means we will work together with patients, family members and staff so that care is in line with the following core principles:

- **Welcoming** – We welcome and encourage the involvement of the people who matter to patients.
- **Patient Led** – We are guided by patients: when the people who matter will visit, how they would like them involved in their care, and note when they want to rest.
- **Partnership** – We work in partnership with the people who matter to patients.
- **Flexibility** – We have no set visiting times.
- **Respect** – We respect people's individual needs and act on an individual basis to ensure the safety, privacy and dignity of all patients. This means there may be times when we need to ask people to leave a clinical area temporarily.

## When can I visit?

We have no set visiting times. This means you can be here to support your family member or friend at any time during the day. Please discuss

with your family member or friend what they would like in terms of visits, and what times would work best for you both, then talk to ward staff about your plans.

Please be considerate and respectful of the needs and preferences of everyone on the ward. Sometimes we may ask you to leave the ward temporarily, to ensure privacy, safety, space and rest for people in our care.

You can find a list of telephone numbers for all wards and departments on the NHSGGC website or you can contact the hospital switchboard.

## Can I visit at mealtimes?

Eating is a social occasion – you are welcome to visit at mealtimes to offer support and encouragement.

In some mental health wards, visiting can only take place in dining rooms. In these areas, we will discuss with you what support you can provide during mealtimes, and agree a visiting plan with you and the person you wish to see.

## If I am not able to visit, are there other ways that I can stay in touch?

Ward iPads are available to support people to stay in touch with friends

and family virtually, for further information, please just ask.

## How many people can visit?

In most circumstances we ask that there are no more than 2 visitors at a time (these visitors can change). This is to help make the environment as restful as possible, and to minimise the risk of infection. There may be times when it would be appropriate for more than 2 people to visit at a time. The nurse in charge will be happy to discuss this with you.

Children are welcome; they do need to be supervised at all times.

## Can I phone the ward to find out how a relative or friend is doing?

Yes. If possible, it helps enormously if one family member is identified to be a key hospital contact and then takes responsibility to share information with other family and friends as appropriate.

Please note there is a limit to what information we can give over the phone, and who we can give this information to.