# Welcome to the Ward

We welcome and encourage your involvement and support.

If you have any questions, please just ask.





Senior Charge Nurse Maxine Craighall **Contact number** 0141 211 2345

Lead Midwife Annabelle Baker 0141 211 1234

## Information about visiting

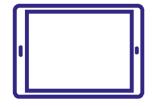


We have no set visiting times. This means you can be here to support your family member or friend at any time during the day. Please discuss with your family member or friend what they would like in terms of visits and what times would work best for you both, then talk to ward staff about your plans.



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





Ward iPads are available to support people to stay in touch with friends and family virtually for further information please just ask.



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



#### Help prevent the spread of infection

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





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

### Keeping everyone as safe as possible

No-one is permitted to make unauthorised pictures, videos or audio recordings in healthcare settings that feature other service users, visitors or staff without their consent.



#### Sharing feedback, concerns or complaints

If you would like to share any feedback, or have any concerns, please speak to the nurse or midwife in charge – they will be happy to help. You can share your feedback on Care Opinion using the ward iPad or on your own smart device.

Scan for more information:



If your relative/friend is being isolated or if the ward is temporarily closed, please follow the advice provided by staff as there may be additional safety measures to follow.

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



To make a formal complaint,

( ) call us on 0141 201 4500

email complaints@ggc.scot.nhs.uk

Scan for more information:





Please scan the QR code for information in other languages



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