



# welcome...

Person-centred care and  
visiting in NHS Grampian

Guidance for patients, carers, families and friends



## Welcome...

When a friend or family member is in hospital, it can be worrying. 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 patients and 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 patients and 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 child or young person would like you to, while being respectful of other patients and staff.
- Participate in care as appropriate for your child or young person.
- Share your experience.

If you require further information, please speak to the nurse 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

- Carers, families and friends are welcome and play an important role in recovery.
- We are aware that 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.
- Special occasions, for example patient birthdays, can be accommodated during a hospital stay. We encourage you to discuss this with the care team looking after your child.

## 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 patients' 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 patients, 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 patients. 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

- We will involve parents and carers with planning care and setting goals as appropriate.
- Social contact at meal times can be helpful and therapeutic for children. We will always ensure children and young people have the support they need.

## Help us to keep you involved

- Parents, carers, family and friends – please inform us of any specific needs your child or young person may have.
- Let us know if you would like to help with providing any care.

## We will keep you and your 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 us 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 by

- Washing your hands with water and soap or using alcohol gel on entering and leaving all wards and departments.
- Speaking to a member of staff before entering a room that has an alert sign on the door.
- Not using 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 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 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...

- Patients, 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**



## 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 nurse in charge for further information.

## Clinical contacts

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

It is important for you to know that at every stage of your journey there should be one consultant who is in overall charge of care.

Please complete the details below or ask any member of staff to complete.

The **consultant** is...

.....

The **nurse in charge** in this clinical area is...

.....

Your **ward telephone number** is...

.....

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





Scan here to access  
the booklet online



## **Person-Centred Care and Visiting Within NHS Grampian**

Guidance for patients, carers, families and friends

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[gram.communications@nhs.scot](mailto:gram.communications@nhs.scot)

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