Office of the chief nurse

Visiting times

We know that having visitors is important to everyone. However, we are also aware that being unwell means that patients’ rest is important.

This information provides some general guidance on how we balance the needs of patients requiring rest and those receiving visitors to help you understand how visiting can work for both patients and those visiting.

If you would like to discuss visiting arrangements, please do discuss this with the nurse in charge of the ward.

Please be aware that visitors may be asked to leave at any time to enable important care to be delivered.

For information regarding visiting the Rosie or the children’s wards please see the Trust’s website: http://www.cuh.org.uk.

Please be aware and respectful of other patients on the ward, not just your family member or friend.

Keeping in contact

There are many ways in which you can keep in touch with patients, such as calling on the bedside phones, ringing next of kin, or writing.

Please keep calls to the ward at a minimum to allow the staff to focus on giving care. It may be useful to identify one person as the key contact.

Try to plan visiting with friends and family so you don’t all arrive at the same time.

Please don’t outstay your welcome. Short and sweet is a good thing when visiting. Try to make sure there are breaks between visitors.

If there is a group of visitors visiting you are welcome to use the public spaces of the hospital and rotate the visitors at the patient’s bedside.

Protected mealtimes

Evidence tells us those patients who are uninterrupted and receive appropriate service and support during mealtimes feel happier, more relaxed and eat more. For this reason, visitors are asked to leave during mealtimes. The exception to this rule is when visitors are supporting and assisting patients to eat and drink.
Rest and sleep periods
When people are unwell they need more rest. To promote rest in our busy hospital environment we have daytime ‘rest periods’ across a number of our wards. This time is protected and any visitors may be asked to leave.

Infection control and prevention standards
We take cleanliness and infection prevention seriously but we need your help to achieve this.

Please do not visit the hospital if you are sick yourself or if you have been in contact with someone with an infectious illness.

Make sure that you wash your hands on the ward before and after visiting a patient.

No more than two visitors at any time.

Any children visiting must be supervised at all times so they do not touch equipment or dressings or disturb other patients.

Please check with the nurse in charge before visiting if you have a medical condition which makes you vulnerable to infection, or a mild infection such as a cold, or if you feel unwell.

Please do not sit on the bed.

Please inform a member of staff if you notice that the soap or gel dispensers are not working, or are empty.

Gifts for patients
You are welcome to bring gifts but it is important not to the clutter the patient’s bed area. Please check with the ward staff before bringing a gift of flowers as they may not be allowed.

Carers
If you are a carer, or will be a carer on discharge, then please make the nurse in charge aware so we can work together on care.

If you are unable to visit during the given times please talk to the nurse in charge to make alternative arrangements.

More information
For more information on visiting times please refer to the Trust’s website (http://www.cuh.org.uk) or the information at the ward entrance.

There are times when visiting may be restricted. This is usually a measure we take to help us control the spread of infection or something else significant happening on the ward.
We are now a smoke-free site: smoking will not be allowed anywhere on the hospital site. For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169.

Other formats:

If you would like this information in another language, large print or audio, please ask the department where you are being treated, to contact the patient information team: patient.info@addenbrookes.nhs.uk.

Please note: We do not currently hold many leaflets in other languages; written translation requests are funded and agreed by the department who has authored the leaflet.