Person centred care and visiting within 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 that patients and families play an important role as part of the care team. This means that visiting arrangements will be flexible to meet the needs of each individual.

We welcome you to:

- visit the ward as much as your friend / family member or you would like to
- participate in the care as much as your friend / family member or you would like to
- share your experience

If you require further information, please speak to any member of staff.

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Director of Nursing, Midwifery and Allied Health Professions

NHS Grampian - caring • listening • improving
Person Centred Visiting
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:

- 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.
- Some times of the day 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.

You can help by

- We need to make sure that the environment is as restful as possible and that there is room for the staff to care for your family member or friend.
- We ask that you respect other patients and visitors need for privacy.
- Children must be supervised by an adult at all times.
- Remember visiting can be tiring. It is important to make sure you look after yourself and get plenty of rest.
We will keep you informed

- We will always try to make sure that 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.

- With your family member’s / friend’s permission, we will involve you with planning care and setting goals.

- In order to protect privacy we only give out general information over the phone and not specific medical details.

- To help people who have limited English, the language line telephone interpretation service is available. Face to face interpreters and translated materials can also be provided.

- To assist people with a communication disability, appropriate communication support such as British Sign Language (BSL) interpreters can be provided.

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.
Involved

We will keep you involved
- In discussions and decisions about your care.
- By ensuring that your carers, family or friends are included in these discussions as much as you wish.
- Protected meal times are periods where eating and drinking are the focus. During these times, people are able to eat and drink in a clean, quiet and safe environment. Non-essential interruptions are limited, to allow staff to provide assistance and encouragement. We welcome relatives and carers to assist at mealtimes if this will encourage food and fluid intake and it is safe to do so.

Help us to keep you involved
- Carers, family and friends - please inform us of any specific needs that your family member / friend may have.
- Let us know if you would like to help with providing any care (this needs to be with the agreement of your family member).

Safe

We will keep you and your family member or friend safe
- We will comply with infection control procedures, ensuring that facilities for hand hygiene are easily accessible.
- Our priority is to protect you and your family member / friend from infection. On occasion this may result in limiting the number of people visiting or caring for someone in a single room.
- We will make you aware of times when it would be helpful for staff not to be disturbed, for example during medicine administration.

You can help us by
- Washing your hands or use alcohol gel on entering and leaving all wards and departments.
- Speaking to a member of staff before entering a room that has an isolation sign.
- Some infections mean that it may be necessary to review visiting periods to protect you and your family member and other patients.
- Not using the patient’s toilets. The ward staff can direct you to the nearest public toilet.
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 give us your feedback

- We value all experiences shared with us and are committed to learning and improving from feedback.
- Please speak to any member of staff about your experience during your time spent in this clinical area.
- You can share your experiences with us in a variety of ways:
  - some clinical areas have ‘improvement tree’ wall charts that allow you to provide anonymous comments
  - there are also feedback cards available in all clinical areas
  - you can also visit www.careopinion.org.uk or 0800 122 31 35
  - contact the Feedback Service on 0345 3376338 or nhsgrampian.feedback@nhs.net

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 nhsg.involve@nhs.net
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 – nhsg.chaplaincy@nhs.net
- In community hospitals local arrangements are available.

healthpoint / carerspoint / healthline / healthtext

NHS Grampian healthpoints and carerspoints offer free and confidential advice on practical ways to improve your health, information for carers, access support groups and organisations, welfare rights, benefits and information about health concerns.

For details of nearest service you can either:

- telephone the free healthline on 08085 20 20 30
- Text the word ‘Info’ to 82727
- Email the team – healthpoint@nhs.net
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 Senior Charge Nurse in this clinical area is...

Your Ward Telephone Number is...

Overleaf: A clinical/ward ‘improvement tree’ for feedback.
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