

Patient information

Welcome to the Countess of Chester Hospital NHS Foundation Trust. Please find below information for you and your relatives to use during your hospital stay which includes details about:

- Visiting times
- Storage of valuable items
- What you need to know about using mobile phones and other devices
- Telephone contact with the ward

Visiting times

Visiting times to the ward will be from **11am to 7.30pm**. This is a new arrangement to support giving greater flexibility around visiting for patients and their families. If you would like someone to visit outside of these hours please tell a member of staff so they can make the necessary arrangements.

There may be occasions when it is necessary to ask your visitors to leave the ward for a short time, so that we can deliver a particular aspect of care to you or another patient nearby in the ward area. In addition to this your ward may have a designated rest period. This is decided by each individual ward and will be displayed. Visitors will be advised not to visit during this time unless previous arrangements have been made with the ward staff.

So that we maintain a relaxing ward environment, visiting is limited to two visitors per patients. You as the patient also have the right to decline visitors and in the event that you think a visitor who you do not wish to see could attempt to visit, you should discuss this with the ward staff.

If you are leaving the ward, for example to go for a walk or to the coffee shop, please let a member of the ward staff know so that we do not worry about where you are and we know how to find you.

Valuable items

While the hospital is a safe environment, with very few instances of theft reported, we recognise that many people pass through our doors every day. For your admission to hospital (or you are admitted as an emergency) it is recommended that you do not bring valuable items such as jewellery, laptop computers or large amounts of money etc. If you do attend hospital with such items, you will be asked if you have any cash or valuables that you wish to be held in the cash office for safekeeping.

Use of mobile phones and tablet devices with cameras

Patients must only use mobile phones in designated areas. Free wifi is available within the hospital, the password changes each month and should feature on a poster in your ward, or you can ask a member of staff. So as to protect the confidentiality of patients and visitors to the trust, filming or photography is not permitted.

Telephone contact

During your hospital admission we understand that your family will be anxious to find out how you are progressing. It is helpful to the nursing team if there is one nominated member of your family whom makes telephone contact with the wards and then this individual is responsible for sharing the information about your progress with the other members of your family. This reduces the number of telephone calls to the ward, and frees up our nurses to spend more time with the patients. Also we will ask that a password is set up for reasons of confidentiality to ensure that we can safely give the relevant information to your nominated relative.

Please speak to the ward manager or nurse in charge if you have any concerns.

Visitor information

Welcome to the Countess of Chester Hospital NHS Foundation Trust. Please find below information for patients and visitors which includes details about:

- Visiting times
- Who can visit
- Reducing the risk of hospital infections
- Telephoning the ward
- Suitability of gifts for patients
- Postal arrangements
- Coffee shop and restaurant facilities
- Other ways for visitors to help
- Parking charges (including exemptions and assistance)

Visiting times

For all wards, visiting times are between 11am and 7.30pm. However, if you need to visit outside of these hours please contact the ward to make arrangements.

This is a new arrangement to support giving greater flexibility around visiting for patients and their families. If you would like to visit outside of these hours please tell a member of staff so they can make the necessary arrangements. In the interest of patient care, visiting at mealtimes may be restricted with exceptions for seriously ill patients and those visitors assisting with meals.

If a patient is seriously ill, close family and friends may visit outside of these hours – but this must be discussed with the Ward Manager.

Each ward will have a designated rest period; this will be decided by each individual ward and will be displayed. Please do not visit during this time unless previously arranged with the staff on the ward.

Who can visit...

Normally, visiting is limited to two people at any one time except in circumstances when more or less visitors are deemed necessary for the patient's welfare. Children under 16 years must be accompanied by an adult. Under 5's will only be allowed to visit in exceptional circumstances unless it is your own child.

How you can help us as a visitor with reducing the risk of infection

Please help us fight infection by following these four simple rules when you come into one of our hospitals:

- clean your hands before and after visiting a hospital ward
- don't visit if you feel unwell, have a cold, diarrhoea or vomiting
- stick to the visiting times and the numbers of visitors allowed at one time
- don't bring perishable foods in to our hospitals

If you are to bring perishable foods into the hospital such as sandwiches, yogurts etc...please inform a member of staff. This is so that arrangements can be made for safe storage if possible.

Flowers and pot plants are not permitted in ward areas as these also present an infection control risk to patients.

If you require further information regarding infection control information for patients and visitors, there are leaflets available on the wards or you can access the information via our website on:

- http://www.coch.nhs.uk/media/43551/infection_control_guidelines.pdf
- http://www.coch.nhs.uk/media/44230/infection_control_guidelines_-_visitors.pdf

Telephone contact

After a patient is admitted to hospital we understand that relatives are anxious to find out how they are progressing. It is helpful to the nursing team if there is one nominated family member who makes telephone contact with the wards. This individual is responsible for sharing information about patient progress with other members of the family. This reduces the number of telephone calls to the ward, and frees up our nurses to spend more time with the patients. Also we will ask that a password is set up for reasons of confidentiality to ensure that we can safely give the relevant information to the nominated relative.

Gifts to patients

The hospital is a no smoking site. Gifts of alcohol or cigarettes are strictly forbidden. If in doubt about any other gifts, ask the advice of nurses on the ward. Light reading material, crosswords and small games are ideal gifts as they help to pass the time.

Postal arrangements

Incoming letters and parcels are delivered to the wards twice daily. Friends and relatives should ensure that they clearly address any mail they send to patients as follows:

(Patient's Full Name)
(Appropriate Ward)

Coffee shop and restaurant facilities

The Chester hospital site has a coffee shop and restaurant. The opening times for these areas are set out below.

- ❑ Coffee shop: Monday to Friday 8.30am to 5.30pm, closed on weekends and bank holidays.
- ❑ Staff restaurant: Weekdays 8am to 7.30pm and weekends 8.30am to 7.30pm

Other ways in which visitors can help us:

Please respect the privacy and needs of other patients on the ward, if requested by a member of staff to leave the area please adhere with this request.

When nurses are dispensing medications we ask that you keep disturbances to the nurse completing this to a minimum. It is important that there are no distractions for the nurse at this time.

We also ask that you do not sit on the bed when visiting, please use a chair which should be easily available, if one is not available tell a member of staff who will get one for you.

Please be aware that the Trust operates a zero tolerance policy in respect of violence. Patients or visitors displaying threatening or abusive behavior will be asked to leave.

Help with parking charges

The hospital has a lot of traffic on the site, and parking charges are in place. However charges do not apply for some patients and visitors. The following patients/visitors will be allowed exemptions or assistance with parking charges:

- disabled badge holders
- families of patients on the Intensive Care Unit
- families of patients on Palliative Care
- families of babies on Neonatal Unit
- patients on certain benefits
- visitors to patients who have been in hospital in excess of 4 weeks
- volunteers
- other specified categories

Disabled Badge Holders

The majority of disabled car parking spaces are in areas away from the main car parks. This means blue badge holders can park within these areas without charge. However there are a number of disabled car parking spaces within barrier controlled car parks. Disabled blue badge holders are still entitled to park free of charge within these areas. Blue badge holders should take their badge to the Cash Office (situated in main reception area), where they will be given a free exit ticket for the car park.

This only applies where the blue badge holder is the patient. The patient must be able to show the relevant appointment letter.

Blue badge holders who are in charge of a minor who is attending an appointment will be allowed a free exit ticket, providing that both the blue badge and the relevant appointment letter are shown. It is the intention of Security Services to keep these spaces, wherever possible, specifically for blue badge holders, but recognise that a number of patients attending the hospital have acute/chronic disability due to either illness or as a result of surgery - these persons will be treated sympathetically.

Families of patients on the Intensive Care Unit (ITU)

Families of patients on the intensive care unit who have been there more than three days will be entitled to assisted parking. This will allow a family to have up to two barrier passes for use on Liverpool Road car park. Each pass will be subject to £20 deposit and a £10 administration fee. The deposit will be refunded on return of the pass. Intensive Care Unit staff will give the family a form and this should be taken to the Cash Office in the main entrance to obtain a barrier pass.

Families of patients receiving palliative care

Families of patients receiving palliative care who have been there more than three days, will be entitled to assisted parking. This will allow a family to have up to two barrier passes for use on Liverpool Road car park. Each pass will be subject to £20 deposit and a £10 administration fee. The deposit will be refunded on return of the pass. Palliative care ward staff will give the family a form and this should be taken to the Cash Office in the main entrance to obtain a barrier pass.

Families of babies in the Neonatal Unit

Families of babies on the Neonatal Unit who have been there more than three days will be entitled to assisted parking. This will allow family to have up to two barrier passes for use on Liverpool Road car park. Each pass will be subject to £20 deposit and a £10 administration fee. The deposit will be refunded on return of the pass. Neonatal Unit ward staff will give the family a form and this should be taken to the Cash Office in the main entrance to obtain a barrier pass.

Parents visiting children in paediatric wards

Parents visiting children in the paediatric wards are not normally entitled to exemptions unless under [Disabled Badge Holders](#) , [Patients on certain benefits](#) and [Visitors to patients who have been in hospital in excess of 4 weeks](#).

If passes are not returned within four weeks of their expiry date, the deposit will be forfeited, as new barrier passes will have to be purchased.

Patients claiming benefits

Patients attending for outpatient appointments or treatment, who are claiming certain benefits, will be exempt from charges. Patients will have to provide the relevant documentation in relation to income support and evidence of an appointment/treatment at the hospital. Persons on benefits will not be exempt from charges when visiting patients.

Visitors to Patients who have been in hospital in excess of two weeks

Families of patients who have been in hospital more than two weeks will be given a barrier pass. Ward staff will give the family a form stating that they have a relative who has been in hospital for more than two weeks. This form will need to be taken to the Cash Office. Once the patient is discharged, the pass will be deactivated and the relatives should return the pass to the Cash Office where the deposit will be returned.