

Visiting patients in our hospitals (including overnight stays)

Patient Experience

Information for Patients

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Introduction

We have had feedback from visitors and patients about visiting times. We are able to offer more flexibility with visiting within the hospitals.

Adult wards

Most adult wards have visiting from 11am until 8pm. If you are a carer and wish to visit outside of these hours ask the Ward Sister to see if this can be supported.

Some departments may have different visiting times. This depends on the needs of their patients. The staff will be happy to explain.

Childrens' wards

All Childrens' wards have open visiting for parents.

Maternity wards

On Maternity wards 1 birth partner can stay overnight if they want to. There may be times when we may not be able to support this, we will let you know if this happens.

Overnight stays

Please read this leaflet to make sure that patients and new parents safety, privacy and dignity is kept. If you cannot meet the following requests, we will not be able to support you to stay overnight. We will ask you to leave.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.leicestershospitals.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact InformationForPatients@uhl-tr.nhs.uk

If you would like to stay overnight with your partner/ relative we politely ask:

- Please wash your hands regularly. Use the hand gel provided.
- Please do not bring camp beds, sleep on the floor, or in any hospital beds. This is due to space limits. Staff will need to get to your partner/relative and baby safely. There are chairs in all rooms where you are able to rest.
- Please stay in the room/ bay space you have been allocated.
- Please stay fully dressed at all times.
- Please use the visitors toilets only. We cannot offer showers, food (including storage of food) and bedding. You are welcome to bring your own blanket.
- Please support your partner/ relative with baby cares such as changing nappies and holding/ passing baby for feeding.
- Please help to offer care to your relative such as helping them to eat or drink. Please let them sleep and rest.
- You can have 1 chosen birth partner overnight in maternity or 1 carer if agreed with Ward Sister on wards outside maternity.

Noise

We ask that noise is kept to a minimum particularly at night. This will help make sure patients, new parents and babies get the rest they need. Between 11pm and 6am, we ask:

- You stay on the ward and do not leave the ward unless:
 - you have chosen not to stay overnight.
 - you have been ask to leave by a member of staff.
 - there is an emergency and you have been asked to leave by staff.
- All electronic devices are kept on silent. Do not use the loudspeaker for phone calls. Phone calls need to be kept to a minimum and answered quietly.
- Please use headphones if watching or listening to media on electronic devices.
- Please do not walk around the ward at night unless you need urgent help or are using the bathroom.
- Please avoid going off the ward to smoke. If you would like help and support to stop smoking, please call 0116 454 4000 or email: livewell@leicester.gov.uk.

Food

We cannot offer food for birthing partners. You are welcome to bring food/ snacks with you but we cannot store these for you in a fridge or heat food up in a microwave on the wards. The hospital restaurant has microwaves available for visitor use.

On the maternity ward please help yourself to hot drinks from the machine in the day room.

If you are a carer on an adult ward and have the carers passport, you can have a meal voucher and hot drinks on the drinks rounds. Please ask staff.

Childrens wards have meals for parents and have drink stations.

- Leicester Royal Infirmary Restaurant is open 24 hours. It is on the ground floor, Balmoral Building.
- Leicester General Hospital Restaurant is open 7am until 7pm. It is near the main hospital reception.
- Glenfield Hospital Restaurant is open 7am until 7pm. Go in by the main entrance take 2nd right, go up the ramp, then turn left. The restaurant is on the right.

Visiting times on Childrens' wards

1 parent can stay overnight. There are no visiting limits.

Visiting times on Maternity wards

- 2nd birth partner and siblings of the baby between 9am to 8pm.
- Siblings of the baby must be with an adult visitor at all times.
- 2 more visitors between 2pm to 4pm and 6pm to 8pm. There can be no more than 3 people at a bed space at any one time. Siblings of the baby do not count in these numbers but the adult who is looking after them will be.
- If you are having/ had a planned caesarean section and are on the enhanced recovery programme, during your minimum 4 hours enhanced recovery period it is **only** 1 birth partner who will be able to be with you during this time.

Visiting times on Adult wards

Visiting times on the most adult wards is 11am to 8pm.

There are some departments that may have different visiting times. This is due to the specific needs of their patients. Please check with them what their visiting times are.

These include:

- The Emergency Department
- Intensive Care
- High Dependency Unit
- Cancer and Haematology
- Daycase areas

Zero-tolerance policy towards abuse

Leicester's hospitals operates a zero tolerance for aggressive and disruptive behaviour. We will ask you to leave if you make anyone feel unsafe or if we think you are under the affect of drugs or alcohol. We have an onsite security team. They will be asked to attend if we need support.

Other things that can affect visiting

- If you have been ill or in close contact with someone who has diarrhoea or been sick, a flu-like or contagious illness in the last 48 hours, please do not come into the hospital.
- If the fire alarm rings, please stay in your bay area. Wait for instructions from the staff.
- Siblings of the baby cannot stay on the ward overnight.
- Parking permits are not available from the ward. Please park in the public parking areas. Follow the instructions on the parking meters. For more information about car parking and long-stay options please contact the car parking office:
 - Leicester Royal Infirmary: 0116 258 5295
 - Leicester General Hospital: 0116 258 8281
 - Glenfield Hospital: 0116 258 3151

If you have any questions or concerns, please speak to a member of staff on duty.

Contact details

Please phone the hospital switchboard if you have more enquiries - Tel: 0300 303 1573.

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

જે કુર્મીં દિગ જાદવારી કિમે હેર ઢામ્મા દિગ ચાહુંદે હે, ડાં કિરખા વરહે હેઠાં દિંડે ગદે નંબર 'હે ટેલીફોન વરે।
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email equality@uhl-tr.nhs.uk