

Visitors' Charter



Royal Berkshire
NHS Foundation Trust

Information for our patients, care partners, carers, relatives and visitors

What you can expect from us	What we request from you
We will make you feel welcome.	Be polite to our staff and other patients.
<p>Visiting between 2pm and 8pm. OPEN VISITING for carers / care partners supporting patients with enhanced needs, requiring physical or emotional support and those at the end of their life.</p>	<p>Two people visiting at any one time. Carers / care partners should introduce themselves and provide relevant information about the patient to help ward staff to provide individualised care.</p>
<p>We will do all we can to prevent infection and keep patients safe. This may result in visiting restrictions and ward closures. If you wish a staff member to wear a face mask – in an outpatient or ward area – just ask. If there is an increase in respiratory illness – you may be asked to wear a face mask to protect patients and staff.</p>	<ul style="list-style-type: none"> • You do not have to wear a face mask in most areas – however, if you wish to still do so, you can. • A small number of clinical areas may require you to wear one to protect vulnerable patients. • DO NOT VISIT if you are feeling unwell or have any symptoms of COVID, colds, flu and other respiratory infections or vomiting and diarrhoea.
Mealtimes are protected but we encourage visiting for patients who need help to eat and drink.	Please avoid wash-times, to protect patient dignity, unless previously agreed with ward staff.
All staff will wear Trust ID badges at all times and introduce themselves.	Please feel comfortable to ask who someone is, if it is not clear.
We may ask you to leave in order to protect patients' privacy and dignity, for ward rounds, procedures or if patients need rest.	If you are asked to leave, please respect this and do not re-enter until invited to do so.
An environment that helps recovery. Some wards may have protected rest time.	Please speak with the ward staff before bringing children to visit.
A restaurant, café, tea bars and vending machines are available for our visitors.	Please do not eat and drink in the clinical areas.
We will keep you up to date with any information that the patient or ward team feels is necessary.	Please identify one person for your family who can keep the others up to date at all times.

Please speak to the nurse in charge or ask to speak to the matron if you have any questions about this charter.

If you would like a detailed conversation with the patient's doctor, please ask to arrange an appointment.

