

Where can I find further information?

Further information about the current visiting arrangements is available on the NHSGGC Website.

If you require this information in an accessible format such as large print or Braille, or in a community language, please email person.centred@ggc.scot.nhs.uk.

Thank you so much for your co-operation and support.



Person Centred Visiting



What is Person Centred Visiting?

Person Centred Visiting means we will work together with patients, family members and staff so that care is in line with the following core principles:

- Welcoming – We welcome and encourage the involvement of the people who matter to patients.
- Patient Led – We are guided by patients: when the people who matter will visit, how they would like them involved in their care, and note when they want to rest.
- Partnership – We work in partnership with the people who matter to patients.
- Flexibility – We have no set visiting times.
- Respect – We respect people's individual needs and act on an individual basis to ensure the safety, privacy and dignity of all patients. This means there may be times when we need to ask people to leave a clinical area temporarily.

When can I visit?

Please speak to the person you are visiting, and the ward, about when would be good for you to visit.

You can find a list of telephone numbers for all wards and departments on the NHSGGC website or you can contact the hospital switchboard.

Can I visit at mealtimes?

Eating is a social occasion – family, friends and carers are welcome to visit at mealtimes to offer encouragement.

In some mental health wards, visiting can only take place in dining rooms. In these areas, we will discuss family support during mealtimes with you, and agree a visiting plan with you and the person you wish to see.

How many people can visit?

In most circumstances we ask that there are no more than 2 visitors at a time (these visitors can change). This is to help make the environment as restful as possible, and to minimise the risk of infection. There may be times when it would be appropriate for more than 2 people to visit at a time. The nurse in charge will be happy to discuss this with you.

Children are welcome; they do need to be supervised at all times.

Can I phone the ward to find out how a relative or friend is doing?

Yes. If possible, it helps enormously if one family member is identified to be key hospital contact and then takes responsibility to share information with other family and friends as appropriate.

Please note there is a limit to what information we can give over the phone, and who we can give this information to.

My family member or friend is particularly vulnerable to the risk of infection; what visiting arrangements are in place for them?

Patients where there is a particularly high risk of infection will continue to have visiting arrangements discussed as part of their individual risk assessments. Ward and department staff will be happy to discuss these with you. If your relative/friend is being isolated, please follow the advice provided by staff, as there may be additional safety measures to follow.

A ward is closed due to an outbreak of an infection; what visiting arrangement are in place for there?

If the ward is temporarily closed, please follow the advice provided by staff, as there may be additional safety measures to follow.

More information about essential visiting arrangements is available on the NHSGGC website.

If I am not able to visit, are there other ways that I can stay in touch?

We are offering 'virtual visiting' (video calls) for all patients. All wards have iPads specially set up to make video calls. This lets you see and talk to the people who matter to you. If you have your own mobile phone, tablet or laptop we can also help you to do this using your equipment if you are not able to do this yourself.

What safety measures do I need to follow?

- Please use the hand gel provided when coming into and leaving the ward.
- Please do not visit if you are unwell. For example, if you have cold or flu, vomiting or diarrhoea, or an upset stomach.
- Please use the toilets for the public (not for patients or staff) where you can.
- Visiting may take place at a bedside or communal area. In all instances chairs provided for visiting should be used. If visiting at a bedside, you should avoid sitting on the bed, as this can spread infection.
- If you relative/friend is being isolated or if the ward is temporarily closed, please follow the advice provided by staff as there may be additional safety measures to follow.