

Welcome to the Ward

We welcome and encourage your involvement and support.

If you have any questions, please just ask.

Information about visiting



We follow a Person-Centred approach to visiting whilst maintaining a safe environment, for our patients, family, staff and visitors. Please discuss with your family member or friend what they would like in terms of visits and what times would work best for you both. Then talk to ward staff about your plans in advance of visiting to allow us to facilitate smooth and timeous access and egress and to ensure there is suitable space available.



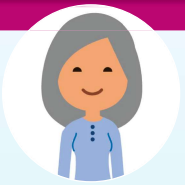
Please be considerate and respectful of the needs and preferences of everyone on this ward. Sometimes we may ask you to leave the ward temporarily, to ensure privacy, safety, space and rest for people in our care.



Ward iPads are available to support people to stay in touch with friends and family virtually for further information please just ask.



Children are welcome to visit, these visits will take place out with the ward environment. Please speak to the Senior Charge Nurse in advance of visiting.



Help prevent the spread of infection

For your safety and the safety of others, please use the hand hygiene gel provided when coming into and leaving the ward.



Visiting will take place in a communal area.



Should you need to access an area out with the dedicated visiting space, please speak to the nurse in charge.

If your 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.

Please do not visit if you are unwell. For example, if you have cold or flu, vomiting or diarrhoea, or an upset stomach.



Keeping everyone as safe as possible

To ensure a safe environment for yourself and others, please discuss with safety staff at reception and nursing staff on the ward, what is safe and not safe to take into the ward.

No-one is permitted to make unauthorised pictures, videos or audio recordings in healthcare settings that feature other service users, visitors or staff without their consent.



Sharing feedback, concerns or complaints

If you have any feedback, concerns or complaints, please discuss with the Directorate of Forensic Mental Health and Learning Disabilities complaints manager - they will be happy to help.

To make a formal complaint, **call** us on:

0141 201 4500 email: complaints@ggc.scot.nhs.uk