

Welcome to the Ward

We welcome and encourage your involvement and support.

If you have any questions, please just ask.

Information about visiting



We have no set visiting times. This means you can be here to support your family member or friend at any time during the day. 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.



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.

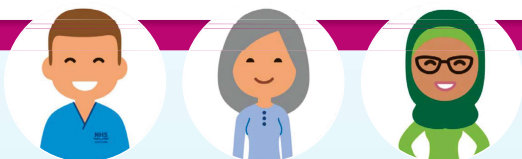


Ward iPads are available to support people to stay in touch with friends and family virtually for further information please just ask.



In those Mental Health wards where visiting can only take place in dining rooms, family support during mealtimes should be discussed and agreed as part of individual visiting plans and care plans, in conjunction with the individual, the people who matter to them and staff.

Scan for more information:



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 may take place in a communal area. In all instances chairs provided for visiting should be used.

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

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.

To ensure a safe environment for yourself and others, please discuss with the nurse in charge what is safe and not safe to take into the ward.



Sharing feedback, concerns or complaints

If you have any feedback, concerns or complaints, please discuss with the nurse in charge - they will be happy to help.

To make a formal complaint, call us on:

0141 201 4500 (option 2) email:
GCHSCPCComplaints@ggc.scot.nhs.uk

For other ways to provide feedback, please visit the NHSGGC Mental Health Person Centred Visiting webpage.

Scan for more information:

