

# HOSPITAL RADIO PERTH

## WARD VISITING POLICY

### **ONE**      **DEFINITIONS**

In this document:

The term "Organisation" will refer to Hospital Radio Perth.

The term "Committee" will refer to the managing committee of Hospital Radio Perth.

The term "Member" will refer to any full, associate or probationary member of Hospital Radio Perth.

### **TWO**      **OVERVIEW**

This document should be read in conjunction with the Organisation's other policy and guidelines documents – in particular the General Rules Of Conduct, Confidentiality Policy and Generic Risk Assessment – Ward Visiting.

Members visiting patients under the auspices of the Organisation must at all times wear their Hospital Radio Perth Membership badge. They should bear in mind that the Organisation and its members are guests of the hospital and should behave in an appropriate manner and accept any advice or instruction given by health-care professionals. Members may not take others visiting in the wards without specific permission of a Committee member.

Members who cannot attend on their usual night should endeavour to ensure that there is adequate cover and, if need be, attempt to arrange a replacement ward visitor.

Cell phones and other wireless devices (PDAs, Blackberrys, etc.) may not be used within the hospital buildings. They should be switched off, not switched to standby.

There is a No Smoking Policy throughout the hospital campus: this includes the buildings and the grounds.

### **THREE**      **TIME OF ATTENDANCE**

Unless by prior Committee arrangement, all ward visiting will take place within normal hospital visiting hours. Ward visitors must leave the wards at the conclusion of visiting hours. Current ward visiting times are displayed in the studio premises. Visiting times are limited so that patients can rest and be given personal care in private. It also means that cleaning teams have improved access to patient areas.

Hospital staff aim to provide mealtimes for patients free from avoidable and unnecessary interruptions. The Organisation and its members will specifically avoid visiting wards at meal times.

On occasion, such as returning a CD or presenting a prize, ward visitors may return to a ward at a later time. These visits must be very brief and only with the specific authority of the nursing staff.

From time to time, Members may have friends or family who are in-patients. Membership of the Organisation does not convey any authority for Members to visit these persons outwith visiting hours.

### **FOUR**      **SAFETY EN ROUTE TO THE WARDS**

Before leaving for the wards, ward visitors should note which wards they intend to visit in the station diary. This is a basic safety precaution and is useful information for other ward-visitors who may arrive later.

Attending wards can take place in daylight or darkness and often wards can be a distance from the studio and can only be reached by walking through remote and unpopulated areas of the hospital. Where possible, members should attend in pairs or groups and should consider taking their vehicles to access points closer to the wards.

In the event that members are uncomfortable by the actions of anyone that they see or come into contact with in the hospital, they should make every effort to make their way immediately to the nearest place where there are hospital staff working and explain their concerns. Depending on the situation, members should feel free to contact hospital security who should escort them safely back to the studio.

In the event that Members find hospital facilities such as lighting or access points to be deficient they should draw this to the attention of a Committee member and detail the problem in the station fault book.

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### **FIVE**      **PATIENT CARE AND INFECTION CONTROL**

Members should heed any advice from hospital staff regarding access to any part of the hospital. Unless by specific invitation, all areas of the hospital other than the Hospital Radio Perth premises, wards, dining room and public areas are strictly out of bounds.

All hospitals have strict infection control policies. The infection Control Team is supported in clinical areas by Infection Control "Link" Nurses and Cleanliness Champions. It is important that Members act sensibly to ensure that the risk of cross infection is minimised.

Members must not attend in the wards if they are suffering from or are recovering from any infectious disease, colds, flu, stomach upsets or rashes or if they have in recent days been exposed to any contagious diseases, such as chicken pox, rubella or mumps..

Members must follow any advice given about hygiene and must ensure that they use any alcohol gel, hand-wash or similar products which may be available in the wards. It is also sensible to wash your hands on return to the studio.

Members must never proceed into wards, rooms or areas that are closed or have restricted access.

Members must not

- a) Sit on beds,
- b) Touch dressings or drips,
- c) Interfere with charts, documents or ward equipment,
- d) Offer any opinion that might be construed as healthcare advice.
- e) Offer a patient any food, drink or gifts unless as previously agreed with a member of the Committee.

Members should be aware that there are a number of hazards in every hospital ward. Should a Member suffer any injury, such as chemical spillage or needle-stick, they should in the first instance seek the advice of the health-care professionals in the ward. If necessary they should attend as soon as possible at Accident and Emergency. In such circumstances, members should ensure that an appropriate entry is made in the station accident book.

### **SIX**      **WHEN VISITING THE WARDS**

When ward visiting, members must:

- a) On entering a ward obtain permission from the ward sister or nurse in charge.
- b) Ask if there are any patients who may be too ill to be visited or who should be avoided for any other reason.
- c) Advise a member of ward staff before changing hand-held radio units.
- d) Leave the ward if requested to do so by hospital staff.
- e) Advise the ward sister or nurse in charge on leaving the ward and thank them for allowing access.

When dealing with patients, members must:

- a) Introduce themselves and explain and demonstrate the listening equipment if necessary.
- b) Be sensitive, taking into account the patient's condition and that they may consider being addressed by their forename to be unnecessarily familiar.
- c) Be aware of the patient's right of confidentiality.
- d) Be aware that the patient may get tired very quickly.
- e) Be courteous (even if the patient is rude) and thank them for their time on leaving.

Occasionally a patient may ask to visit the studio premises. Before a patient may be brought to the premises, permission must be sought from a Committee member and the senior nurse on duty. Consideration must be given to the patient's condition, their mobility and the distance to the studio. Arrangements must also be made about the patient's return to the ward.