

- Please refrain from visiting your relative or friend if you have a cold or have had or been in contact with someone with diarrhoea or vomiting within the last 48 hours
- Report any concerns about cleanliness standards to the nurse in charge
- Separate toilets for visitors are located on main corridors and near entrances. Please do not use patients' toilets during your visit.
- Please help us keep our hospital clean and tidy by disposing of waste, for example, used tissues or sweet wrappers
- You may be asked to move to allow cleaning of the area around the bed - we appreciate your co-operation
- If you are taking washing home for a relative/friend, please do so on a regular basis so there is no build-up of used laundry in their locker
- Only commercially prepared, wrapped items of food or fruit that can be peeled should be taken in for patients. Food brought in for patients cannot be stored or reheated by the staff.

Thank you for your co-operation.

Useful information

Website: www.worcsacute.nhs.uk



@WorcsAcuteNHS



/WorcestershireAcuteHospitals
NHSTrust

Patient Advice and Liaison Service (PALS)

0300 123 1732

8.30am to 4.30pm, Monday to Friday
(excluding Bank Holidays)

If you are diverted to an answerphone, this may be because PALS are helping someone else so please leave a message and your call will be returned.

PALS can also be contacted on:
patientservices.dept@worcsacute.nhs.uk

Worcestershire 
Acute Hospitals NHS Trust



Patients and visitors

How you can help
us pull together to
prevent infection

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Created by Communications
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Patients

- Bring your own toiletries with you to hospital and do not share your toiletries with other patients or leave them in communal areas
- Only bring essential items into hospital, to avoid the bed space becoming cluttered and difficult to clean
- Wear well fitting shoes or slippers when you get out of bed and please remove footwear when you get back on or into your bed
- Do not sit on other patient beds
- Ask a nurse if you need any help to wash your hands after using the toilet/commode or before meals. Hand wipes are available if you don't have any with you
- Wash your hands and/or apply hand gel when entering or leaving the ward
- You have the right to ask any member of hospital staff if they have cleaned their hands or any relevant items of equipment, before they attend to you. Please speak to the nurse in charge or the Patient Advice and Liaison Service (PALS) if you feel uncomfortable asking about this

- If you have any concerns whatsoever about cleanliness or tidiness, please tell us by speaking to the nurse in charge
- You may be asked to move to a different bed or ward, or you may be asked not to visit other patients in the ward or other wards. This can help control the spread of infection
- Please do not interfere with your wound, drip or catheter as this presents a risk of infection.

If you are diagnosed with an infection or have any queries about the control measures in use an infection prevention nurse will visit you to explain if requested.



Hand washing is the most important measure to prevent the spread of infection.

Visitors

We know that hand washing and cleaning is the single most important measure we can all take to prevent the spread of infection in hospitals.

Visitors to our hospitals can also help the fight against infection by using the hand gel before entering and leaving ward and department areas. These are available from wall-mounted dispensers at the entrance to all clinical areas. Always wash your hands with soap and dry thoroughly if you use the visitor toilets.

Visiting will be restricted to two people at a time.

- Visiting times will be displayed outside the ward and they are at the discretion of the nurse in charge. Please respect the times in the day needed for patients to rest and to receive treatment
- Try not to visit in your work clothes if your job involves contact with dusty or dirty environments
- Follow any specific guidance given to you by staff, displayed on posters or advertised on the Trust's website or social media pages
- Please sit on a chair and not the hospital beds