

Welcome to Dumfries and Galloway Royal Infirmary

Information for Relatives, Carers and Visitors



This leaflet gives general information about visiting Dumfries and Galloway Royal infirmary.

If you have any questions please speak to a member of staff.

Contact with Carers, relatives and friends

When a patient is admitted, staff will ask for the name and contact number of one person. Staff will ask the patient if they are in agreement with the nominated person(s) being kept up to date with the progress of their treatment – **no other person will be given confidential information.**

The hospital has a duty to involve you in the discharge of the person you care for.

If you would like to discuss the patient's care with medical or nursing staff then, with the patient's permission, nursing staff will arrange this.

Where possible staff would appreciate if only one person can phone to ask about a patient, and that person liaises with the rest of the family and friends. It is important to note that in order to maintain confidentiality, detailed information will not be discussed over the telephone.

If you have any concerns or an issue regarding the care of your relative or friend that you wish to discuss, please do not hesitate to speak to the Nurse in Charge or alternatively please arrange to speak to the Senior Charge Nurse or the Patient Experience Team.

Visiting

NHS Dumfries and Galloway has no restriction to visiting. This means that you are welcome to visit at any time, depending upon the clinical care needs or condition of the person. If you need any advice or support please speak to a member of staff.

Children must be accompanied by an adult and must remain in the patient's room and beside the bed of the patient they are visiting.

Supported Mealtimes

NHS Dumfries and Galloway aims to provide meal times free from avoidable and unnecessary interruptions. Visitors are welcome to attend during these times to assist their relative/friend with their meal and should arrange this with the Nurse in Charge.

Mealtimes are as follows: -

Breakfast: 7.45 am – 8.45 am

Lunch: 11.45 am – 12.45 pm

Supper: 5.00 pm – 6.00 pm

Bringing Food into Hospital

Foods such as fruit, drinks and confectionary are traditionally taken into hospital by visitors and appreciated by the patients who receive them.

However, it is important to ensure that all gifts of food and fluid are both *suitable and safe*. The person you are visiting may be on a special/restricted diet while in hospital or have swallowing difficulties. Certain foods may not be suitable for them, so please check with nursing staff *before* bringing food into hospital for them.

Many foods have a short shelf life and can easily go off without any changes to the smell, colour or taste.

Please do not bring any of the following foods into hospital: -

- Cooked meats and meat products
- Fish paste and fish products
- Fresh or synthetic cream products
- Eggs still in the shell
- Cooked rice
- Takeaways



Please note wards are not able to re-heat foods of any kind

Staff Uniforms

All staff wear navy trousers with the following coloured tops:

Nurse Managers/Lead Nurse	Burgundy tunic
Senior Charge Nurses	Navy blue tunic
Registered Nursing staff	Cornflower blue tunic / polo shirt
Patient Flow Co-ordinators	Grey Tunic
Capacity Managers	Black Tunic
Allied Health Professionals (e.g. Physio., OT, Speech & Language, Dietitian, Orthoptist)	Mediterranean blue tunic / polo shirt (with professional role embroidered on it).
Unregistered staff and support workers	Pale blue tunic / polo shirt
Porters	Mid green polo shirt / dress shirt
Domestics	Mid green tunic
Administration / Clerical	Mid green blouse / dress shirt

Toilets – Public toilets are located throughout the departments.

There is a changing place (PAMIS) toilet with a hoist, tracking system, additional space for two carers and a wheelchair and an adult changing bench. This facility is located in the main atrium.

Baby Changing – a baby changing facility is available in main atrium and in the Women and Children's department.

Cash Machine – An automated teller machine (ATM) is situated within the main atrium.

Shop

The League of Friends shop is situated in the main atrium providing a range of confectionery and toiletries.

Opening times:

Monday to Friday	10.00am - 1.00pm 2.00pm - 4.00pm 6.30pm - 8.00pm
Saturday and Sunday	2.00pm - 4.00pm

Visitor Facilities

Deli Bar and restaurant located on the left at the end of the main atrium.

Breakfast

Monday - Friday 7.30am - 11.00am
Saturday & Sunday 8.00am - 11.00am

Lunch

Monday - Friday 12.00pm - 2.00pm
Saturday & Sunday 12.00pm - 2.00pm

Evening Meal

Monday - Friday 4.30pm - 7.30pm
Saturday & Sunday 4.30pm - 7.00pm



Deli Bar

Monday - Friday 9.00am - 3.30pm



Front of House Specials

Monday - Friday 12.00pm - 2.00pm



Hot and Cold Snacks

Tea, coffee & soft drinks available all day



Vending machines – hot drinks, cold drinks, snacks

Microwave for baby food and Out of Hours provision

General Information

Control of Infection

Please adhere to infection control notices and use the alcohol gel provided at ward entrance when entering and leaving the ward.



Please note

We strongly recommend that relatives, friends and carers do not visit anyone in hospital if they have any infectious illness e.g. the cold or diarrhoea and vomiting within the previous 48 hours. If you are unsure about whether to visit or not, please contact the ward staff for advice. For further information please contact: - **the Prevention & Control of Infection Team Tel: 01387 241627.**

Flowers

Although flowers look lovely they collect dust and can harbour germs in the water and soil. This is the reason **no flowers are allowed** in the hospital.

Volunteers

There are volunteers on the ward who are an important part of the team. They will be wearing purple polo shirts. Their role includes providing company and companionship; volunteers will help to reduce any feelings of isolation and loneliness. Meet and greet patients, families and visitors to the ward and guide as appropriate.

Mobile phones

Of the possible four network providers only Vodafone and EE have contracted with NHS Dumfries and Galloway. Mobile devices (mobile phones, tablets, etc) can only be used in areas where it is safe to do so. These areas will be clearly signposted to let you know that it is ok to use your mobile device.

However, there are some areas where use of a mobile device may be restricted due to the potential risk of interfering with the operation of certain medical equipment. These areas are also clearly identified. Please completely switch off your mobile device before entering a restricted area.

Note that a mobile device in 'Silent' mode is **not switched off.**

You can also ask a member of staff if you are unsure about where you may safely use your mobile device.

Please show some consideration to other patients when using your mobile device.

Recording devices should only be used with the agreement of all parties concerned.

To protect all patients' privacy, the camera on any mobile device must not be used to take photographs in any part of the hospital.

Your cooperation in observing the above guidelines is appreciated.

WiFi

There is extensive WIFI coverage throughout the hospital.
Password is **Publicaccess**

You can use WhatsApp or Messenger to make a phone call.

CCTV

Closed Circuit Television is installed throughout the hospital site. CCTV images are monitored and recorded for the purposes of crime detection and public safety.

Smoking

All NHS buildings and grounds in Dumfries & Galloway are Smoke-free. Smoking is not permitted anywhere within the site boundary.



The Quit Your Way Service offers smokers throughout Dumfries and Galloway advice in planning your hospital visit if you smoke, or help with stopping smoking. For more information please call **0845 602 6861** or email dq.quityourway@nhs.net

Fire Precautions

There are fire instructions displayed on all wards. Fire alarms are tested every Tuesday morning.



In the event of a fire please follow instructions given by staff.

Patient Discharge

Whenever possible we will try to discharge patients by lunchtime, although this may not always be possible.

Family, friends and carers can help patient's discharge go to plan by: -

- Making arrangements to be available to collect patient from hospital
- Putting heating on if required
- Stocking cupboards up with food
- Making sure patient has keys or access to their home



This leaflet is also available on request in other formats by phoning 01387 272711.