Welcome to Dumfries and Galloway Royal Infirmary
Information for Relatives, Carers and Visitors

Contact with Carers, relatives and friends
When a patient is admitted staff will ask for the name and contact number of two people. 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.

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 on duty or alternatively please arrange to speak to the Senior Charge Nurse.

Visiting Times
There are restrictions to the visiting times to allow both rest and recovery and for care and treatment to be carried out. Visiting hours may be further restricted for medical or emergency situations. Visitors are requested to acknowledge that there will be occasions when it will be necessary for therapy or treatment to be carried out during these times.

Visitors will also be asked on occasions to leave a 4 bedded bay to allow care to be given to another patient.

The standard visiting hours are from 2pm - 8pm daily (please see section on supported mealtimes).

Patients and visitors with specific needs will be accommodated following discussion with the Senior Charge Nurse.

The Acute Medical Unit (Ward 7) and the Acute Surgical Assessment Unit (Ward 6). Patients remain within these units for a short time only prior to transfer to another ward or discharge home. Standards visiting time within these areas are 2.00pm to 4.30pm and 7.00pm to 8.00pm daily.

However family members/carers may be present when a patient is admitted and at varying times throughout the day, maintaining contact at times of stress. If a patient’s condition is unstable or deteriorating, families or friends will be supported to stay with them.

Intensive Care and High Dependency Units will advise visiting on an individual basis for their critically unwell patients.
Visiting times will be extended within specific area e.g. Alexandra Unit, Renal Unit and Ward 15.

We ask that the number of visitors you have at one time is limited to two. Visitors must not sit on hospital beds.

Children are welcome, but please remember that they should not be allowed to disturb other patients.

Supported mealtimes - (12.00pm to 1.30pm and 5.00pm to 6.30pm)
NHS Dumfries and Galloway aims to provide meal times free from avoidable and unnecessary interruptions. Visitors who wish to attend at these times to specifically assist their relative/friend with their meal should arrange this with the Nurse in Charge.

Mealtimes are as follows:

- Breakfast: 8.30am
- Lunch: 12 noon
- Supper: 5.00pm

Staff Uniforms
All staff wear navy trousers with the following coloured tops.

- **Senior Charge Nurses**: Navy blue tunic
- **Registered nursing staff**: Cornflower blue tunic / polo shirt
- **Allied Health professionals**: 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

Visitor Facilities

**Refreshments** – can be bought from
- Out-patient tea bar
- Dining room on the lower ground floor
- Vending machines – available in main entrance hall, Accident and Emergency Department and on each floor

**Toilets** – Public toilets are situated in the main entrance hall & on each floor of the hospital.
Baby Changing – a baby changing facility is available in Bay 2 of the Outpatients Department and in the Maternity Wing.

Public Phones – are available in the main entrance hall, out-patients, Accident & Emergency department, Day Surgery Unit and Maternity Wing.

Cash Machine – situated in the main entrance hall.

Shop
The shop in the front foyer sells sweets, soft drinks etc.

Opening times are Monday to Friday
10.30 - 13.00pm  14.00 - 16.00pm  18.30 - 20.00pm
Saturday and Sunday  14.00 - 16.00pm

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 not sure 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
Flowers are not allowed in the following areas Ward 8, Ward 10, Ward 16, Intensive Care Unit and Surgical High Dependency Unit.

Bringing food into Hospital
It is important to check that all foodstuffs brought into hospital are both suitable and safe.

Foods which are suitable to bring into hospital
♦ Pre-wrapped biscuits, cakes and teabread
♦ Fresh fruit & fresh fruit products
♦ Packaged chocolates or sweets
♦ Packets of crisps and other wrapped savoury snacks
♦ Bottled or canned drinks (non alcoholic)

Foods which should not be brought into hospital
♦ Cooked meats & meat products
♦ Fish paste & fish products
♦ Fresh or synthetic cream products
♦ Cooked rice
♦ Takeways

Home baking
In general, items such as sponges, maderia cake, pancakes, scones, shortbread etc are acceptable.
Mobile Phones
It is only permissible to use mobile phones within the hospital in areas which are showing the green signs. If you cannot see a green “OK to use” sign please switch your phone off. Please note that silent is NOT off. Please use airplane mode or similar. Your assistance in preventing this risk is appreciated. If in doubt please ask a member of staff.

Camera phones should not be used to take photographs without permission to ensure confidentiality is not breached.

Smoking
NHS Dumfries and Galloway have a smoke free policy. Smoking is not permitted in the hospital or in the hospital grounds, which also includes smoking in cars parked in the hospital car park. The Hospital grounds and boundaries will be patrolled by Dumfries and Galloway Council’s Community Safety Enforcement Officers. These officials have the legislative powers to issue Fixed Penalty Notices in the sum of £80 for any littering offence committed either on or off our site. Inappropriately discarded cigarette ends do constitute litter.

Useful contact numbers

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<tr>
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<tr>
<td>Switchboard</td>
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This leaflet is also available on request in other formats by phoning 01387 272711.