

Procedure

Visiting Procedure	
Applicable to: Whanganui District Health Board	Authorised by: GM PSQI
	Contact person: Manager PSQI

This policy is overarched by Te Whatu Ora Whanganui's commitment to honouring our obligations under Te Tiriti o Waitangi and the five Tiriti principles: Tino rangatiratanga; Equity; Active protection; Options; and Partnership, as articulated in Te Tiriti o Waitangi Policy. In seeking to fulfil these obligations, the organisation is guided by the values and strategy outlined in He Hāpori Ora Thriving Communities.

1. Purpose

This procedure outlines the processes to be followed in the implementation of the Te Whatu Ora Whanganui visiting policy.

2. Scope

This procedure applies to all Te Whatu Ora Whanganui employees (permanent, temporary and casual), visiting medical officers, and other partners in care, contractors, consultants and volunteers.

3. Prerequisites

- Visiting times at Te Whatu Ora Whanganui Hospital are between 8.00am and 8.00pm
- Families of patients (if patient cannot specify); whānau/families can nominate a lead support person who, once identified to staff, can visit outside these hours; this may be actioned by holding a hui/meeting with whānau and/or may be identified via next-of-kin status, enduring power of attorney and/or through the patient's advanced care plan.
- Visiting hours are always open for families/whānau of those patients close to the end of their lives.
- Whānau rangatiratanga and tikanga is encouraged and facilitated.
- In exceptional circumstances for example during a security threat, an emergency or a public health crisis, further restrictions to visiting may apply, in order to ensure the safety of patients, staff and visitors.

NB:

- Please do not visit if you are not seeking medical care and are unwell
- We recommend that visitors wear a mask to clinical areas

4. Definitions

Advanced care plan – The process of thinking, talking, and planning for future health care and end of life. This makes it much easier for families and healthcare providers to know what the person would want, particularly if they can no longer speak for themselves.

Enduring power of attorney - Created under the Protection of Personal & Property Rights Act 1988 and continues on even when the legal capacity to do so is lost (the ability to understand the nature and consequences of decisions and/or the ability to communicate these decisions). For example, someone with an illness which will eventually affect their mental capacity arranges for a family member to have enduring power of attorney so they can make decisions on the sick person's behalf. in a collaborative approach to achieve the best health and wellness outcomes for the patient, their whānau and ultimately the community.

Next-of-Kin – The person stated on the patient's admission information as next-of-kin.

Te Hau Ranga Ora – Māori Health Services - In this context the name refers to the Te Hau Ranga Ora service working with WDHB whanau (staff), patients and families including external organisations

Visitor – family/whanau, friends, and others visiting/supporting patients during their stay within Whanganui Hospital.

Whānau rangatiranga – whānau are informed and encouraged to self-determine, make choices, and find their own solutions to improve their overall wellbeing.

Whānau tikanga – within each whānau/family unit there are a set of values and principles that each abide by e.g. religious beliefs. All care and respect of whānau tikanga/family practices should be acknowledged and recognised as part of their self-determination.

Whānau/family-centred care – refers to staff working in a collaborative, respectful, confidential, and supportive manner alongside the patient and their whānau so that everyone understands the needs of the patient and whānau as self-determined by them to improve their health and overall wellbeing.

5. Procedure

Supporting environment

- All patient overnight stay areas must display information regarding visiting hours
- A visitor pamphlet (in English and Te Reo) must be available and easy to access
- Signs displayed in all clinical areas regarding patient rights to privacy, confidentiality, and rest
- Whānau rooms well-signposted, clean, and welcoming and have supporting documentation available to families/whānau

Supporting information

- Patients/family will be provided with the visitor information pamphlet which explains the visiting hours and the right to nominate a lead support person
- Explanation given in a respectful way of the rights of other patients in a shared room to have rest and privacy to recover
- Information given on how the lead support person can access hospital after hours (supported in visitor pamphlet)
- Lead support person's name will be entered in progress notes for identification purposes after hours.

Enabling clinical work to proceed

- The number of people welcome at the bedside at any one time will be determined by the patient and their lead support person in partnership with the care team.
- The nurse in charge or nurse allocated to the patient will ensure that patient and whānau/family are aware, when clinical care is provided, that there may practical and privacy reasons for less people present around the bed but with acknowledgment that the lead support person can always be close by.
- Respectful conversation to be conducted with visitors to ensure that other patients in the room have privacy during medical rounds.

- Te Hau Ranga Ora is available to provide support to clinical teams 24 hours a day.

Safety of patients in shared rooms

- Clinical nurse managers or delegates ensure patients are placed in rooms that are culturally safe and appropriate for them.
- Clinical nurse managers or delegates, when knowing a lead support person wishes to stay with the patient overnight, must ensure that the safety of other patients in the room is considered, their permission gained and documented in the patient notes.
- If permission is not gained and the patient wants their lead support person close, a room swap or the use of the day room/transit lounge or whānau room should be considered and, if safe for the patient, their bed moved overnight. Alternatively, a place is to be found for the support person to rest and allow proximity to enable them to check on the patient.

Protection of staff and facilities

- The visitor information pamphlet will emphasise the expectation that all visitors have respect for the facilities and the people who work in them.
- If facility damage is occurring or staff feel unsafe, staff are expected to call for support from security and the duty nurse manager if a respectful conversation has not had desired result. If Te Hau Ranga Ora is involved with whānau or could be of assistance to the ward staff, the team will be contacted.
- The duty nurse manager will call for services from security and police if necessary.

Management of concerns

- All staff will escalate concerns to their line manager during normal hours or to the duty nurse manager after hours.
- All incidents that arise from the implementation of this procedure will be entered into the incident management system.

6. Roles and responsibilities

Clinical directors, nurse managers, allied health leaders	Enable operationalisation of procedure
Duty nurse managers, clinical nurse managers	Monitor implementation and support staff to implement procedure
GM PSQI	Sign off procedure
Lead of Hospital and Specialist Services	Enable implementation of procedure
Local leadership team	Enable implementation of procedure
Nursing team, Te Hau Ranga Ora, medical team allied health team, support workers	Implement policy as business as usual within clinical areas. Escalate concerns as per visiting procedure

7. Measurement criteria

Cgov Incident

8. References

Health and Disability Code of Rights -www.hdc.org.nz

Enduring Power of Attorney - www.cab.org.nz

Advance care Planning - www.advancecareplanning.org.nz

9. Related Te Whatu Ora Whanganui documents

Visiting Policy WDHB-2014 www.wdwb.org.nz

Visitors Pamphlet WDHB www.wdwb.org.nz

10. Key words

Visiting hours Visit Visiting Hours whānau staying family