



Infection Control advice for Visitors

How you can help reduce the risk of infection to yourself and loved ones

If visiting your relatives or friends :

- keep to visiting times and the number of visitors allowed.
- do not sit on the beds, chairs are available
- preferably please don't bring perishable food. If you wish to do so, please discuss with the nurse in charge. We are unable to reheat food.
- do not touch your relatives or friends wound or any equipment such as drips and catheters.
- please allow for cleaning. keep your relatives or friends bed space, particularly the locker, as clear as possible. Do not visit if you are feeling unwell or have symptoms of flu, a heavy cold vomiting and diarrhoea or other infectious illness.

Remember healthcare settings have vulnerable patients.

Please:

- use hand gel for decontaminating your hands if visibly clean.
- wash hands with liquid soap and water after using the toilet.

It's OK to ask

We take hand hygiene seriously but sometimes when we are busy, we might not clean our hands as often as we should.

So if you're worried that we have forgotten, it is OK to remind us.

We welcome your help in keeping you, and your relative or friend safe.

Please talk to the nurse in charge if you have concerns about cleanliness

Handwashing with soap and water is essential in the following situations:

- When your hands are visibly dirty or soiled
- After using the toilet
- If you are advised that there is diarrhoea and vomiting on the ward.

Staff must practice good hand hygiene because they have contact with different patients. To help them with this they are provided with small bottles of hygienic hand rub.

You can expect Staff to clean their hands:

- Before undertaking patient care
- After direct patient contact or following any contact with a patient's bed space
- When moving from one patient to another
- After helping patients use the toilet, commode or bathroom
- Before serving food or drinks



Contact NHS and PALS

You can also visit the NHS website for general information and control.

[nhs.uk](https://www.nhs.uk)

You can also contact our Patient Advice and Liaison Service (PALS), who can listen to your concerns, and direct you to the right place for more information.

Call 01189 605027 or email PALS@berkshire.nhs.uk


Contact us



Scan me

 [berkshirehealthcare.nhs.uk](https://www.berkshirehealthcare.nhs.uk)

@ infection.control@berkshire.nhs.uk

 01189 605 140 (Mon to Fri 9am to 5pm)