



## Overnight visiting support guidelines on Maternity Wards

To enable extra support for mothers, a partner or support person may be encouraged to visit overnight for a period of time relevant to the individual needs.

This will enable you to support your support partner with feeding and changing baby during the night and gain the advice and support from midwives and maternity support workers as needed. Please expect that this will include being woken to provide support. We would encourage that if support partners are tired, they go home and return the following day as we are unable to provide sleeping facilities.

The support of the ward team will always be available. Please use the nurse call system if help is required at any time.

### **When visiting on the ward overnight we respectfully ask that the following is adhered to:**

1. You are expected to remain suitably dressed at all times. Shoes or slippers must be worn when walking around the ward and off the ward. Please do not use the patient bathroom facilities for showers/baths. Visitor facilities are available on the ward and on the ground floor.
2. We ask that you do not sleep or lie on the patient beds or on the floor. This is for patient safety, as a prevention of cross infection, avoiding risk of harm to visitors and staff.
3. You must not be under the influence of alcohol or drugs. If this is the case, you may be asked to leave.
4. Please be considerate to the needs and sensitivities of other mothers and babies on the ward at all times, particularly in multiple occupancy rooms and keeping noise and chatting to a minimum.
5. If you have to leave the ward after visiting times, please try and be back for your visit to the ward by 10pm. We ask that you respect the security and visiting policy of the ward. There will be no opportunity to swap support person between the hours of 10pm and 6am the next day.
6. If you or your support partner need assistance, please use the call bell to alert staff to attend to you. We ask that you refrain from walking up to staff on the ward as they will come to you.

We do not provide any meals for support partners. Please plan to provide your own meals during the day. Please refrain from eating food and meals provided for patients. There are a variety of shops and coffee shops within the grounds of the hospital for you to purchase food and drinks. Please ask a member of staff to direct you to the nearest one.

We respectfully ask all visitors/support partners to adhere to our requests. We have a zero tolerance to aggressive or abusive behaviour policy and staff will ask anyone behaving in such a manner to leave the ward.

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We have worked with the Maternity and Neonatal Voices Partnership (MNVP) to support 24 hour visiting to ensure that there is support for all families and we hope to work together with you to ensure that it is a positive experience for both patients and staff. .

## **Department address and contact information:**

Heartlands Maple Ward 0121 424 3157 / 0121 424 3519

Heartlands Cedar Ward: 0121 424 1883 / 0121 424 0307

Good Hope Ward 5: 0121 424 9205

## **Accessibility**

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