

## Visitors to Child and Family Unit

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Risk of non-compliance	may result in a small degree of harm to the patient/DHB
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<ul style="list-style-type: none"> <li>• Department(s)</li> </ul>	Child & Family Unit (CFU)
<ul style="list-style-type: none"> <li>• Used for which patients?</li> </ul>	All non-clinical persons visiting a patient within the High Dependency Unit (HDU)
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## 1. Purpose of policy

To ensure all Auckland District Health Board's (Auckland DHBs) Child and Family Unit (CFU) staff are aware of the rules that are in place to ensure visiting time is both safe and therapeutic for patients and their whānau / family.

The CFU aims to:

- To ensure that whānau / family and guardians are able to visit patients in the High Dependency Unit (HDU), and that safety is maintained at all times.
- To clarify the specific conditions under which visiting will occur within the HDU.

## 2. Policy statements

- CFU are committed to having whānau / family and/or guardians actively involved with the patient throughout the duration of admission.
- Safety concerns prevail at all times when determining whether visitors are allowed into the unit.
- Registered nurse (RN) to determine the maximum visitors depending on ward acuity. Whānau / family can wait in the waiting room or visits may occur in the GYM area.
- Due to the acuity of the unit, individuals under the age of 12 years will not be allowed to visit patients in the HDU, unless it has been arranged that they visit in the GYM with support from whānau / family and staff.
- Visiting times will be restricted as per the procedure for visitors to the HDU.

## 3. Information for visitors to the High Dependency Unit

### 3.1 Introduction

CFU are committed to having whānau / family and/or guardians actively involved with the patient throughout the duration of admission.

The HDU is specifically designed to assess and treat patients who are very unwell. It can be upsetting for whānau / family to see their family member and other young people when they are very unwell. It may also be upsetting for the patient to be visited when feeling like this, or disturbing for other patients in the unit. Thus, it is very important that all visitors follow the rules outlined below.

### 3.2 Who may visit

Whānau / family and guardians who are over 12 years of age.

### 3.3 Number of visitors

Two visitors per patient will be allowed into the HDU at any one time, more than two will be at the discretion of the RN. Other visitors may wait in the whānau / family room by the reception area/or use the GYM area at RN discretion.

### **3.4 Visiting times**

Visiting is usually allowed between the hours of 3pm and 8pm, unless otherwise arranged with nursing staff.

### **3.5 Length of visit**

Visitors may stay for up to one hour at a time. Longer visits may be allowed where the visitor is actively involved in the patient's care, and this has been stated in the treatment plan such as staying overnight. Such arrangements must be agreed by the psychiatrist and primary nurse at a family meeting.

### **3.6 Where to visit**

Visits may occur in the interview rooms or the lounge area of the HDU. Depending on ward acuity this can be in high profile areas at the RNs discretion.

### **3.7 Gifts/property**

- CFU staff are to be informed if gifts or property are being bought in for a patient, so that staff can ensure that it is used and stored safely.
- All personal bags/property will be handed into staff at the nurse's station and placed into safe storage in the Nurses Station during your visit.

### **3.8 Smoking**

Starship hospital is a smoke-free environment. Visitors may only smoke off hospital grounds. Under no circumstances is the visitor allowed to enter the HDU area with cigarettes or a lighter on their person – these must be handed in at the nurses station.

### **3.9 Flexibility**

Due to the fact that many patients in the HDU are very unwell, there may be times that visits are disrupted. Visitors may be asked to leave early or to change rooms, for reasons that will be explained at the time. Please respect these requests by CFU staff, as they will be based on urgent concerns about safety.

## **4. Associated documents**

- Bicultural Policy
- Code of Rights & Responsibilities
- Smokefree

### **Child and Family Unit specific documents**

- Admission - Child & Family Unit
- Valuable Safe Custody and Management – Child and Family Unit

- Patient Cellphone Use – Child and Family Unit

## 5. Disclaimer

No guideline can cover all variations required for specific circumstances. It is the responsibility of the health care practitioners using this Auckland DHB guideline to adapt it for safe use within their own institution, recognise the need for specialist help, and call for it without delay, when an individual patient falls outside of the boundaries of this guideline.

## 6. Corrections and amendments

The next scheduled review of this document is as per the document classification table (page 1). However, if the reader notices any errors or believes that the document should be reviewed **before** the scheduled date, they should contact the owner or [Document Control](#) without delay.