

welcome...

Person centred care and visiting within NHS Grampian



Virtual Visiting
Information Guide

NHS Grampian is committed to a person-centred approach to safe and effective care delivery with people at the centre of all that it does. A person centred care and visiting approach, welcome ward has been in operation within all boards in Scotland, including NHS Grampian since 2017.

However, as a consequence of the COVID-19 pandemic, NHS Grampian have taken steps to limit the spread of Covid 19 and to protect our most vulnerable patients and ensure the safety of our staff, by restricting the number of visitors to hospitals.

You can find out more about the current visiting restrictions here:

<https://covid19.nhsgrampian.org/visiting>



Virtual Visiting

During this unprecedented time it is vital that we continue to find ways to support patients to maintain contact with the people who matter most. Whilst the majority of people will have their own phone or tablet, there are those who do not have access to this technology and are therefore more vulnerable to isolation, loneliness and not being able to access the support of those that matter to them.

To enable regular contact with families and friends, patients are encouraged to use personal WiFi enabled devices to telephone and video call. WiFi is now enabled on the Foresterhill Campus for patient use. NHS Grampian also provide Virtual Visiting devices, such as iPads, using platforms Facetime and Skype, to support patients and their families to stay connected.

All arrangements to use NHS Grampian Virtual Visiting devices should be made through the nurse in charge of the ward.

Staff specific information

- Please refer to NHS Grampian Virtual Visiting Guidance: Decontamination of iPad / Smartphone.
- For any IT issues relating to the technology please contact eHealth in the first instance.
- Please ensure that iPads / smartphones provided by the NHS Grampian Virtual Visiting Development remain within the host ward area.

Please follow the guidelines below when conducting a virtual visit:



Please ensure that no other patients can be seen when holding your call.



Always use a front facing camera.



Ensure that nothing can be seen behind you.



Please use headphones if possible.



Talk at normal levels and be aware that your side of the conversation may be overheard by other patients and staff members.



Do not make calls once lights out has occurred.



If you are away from your bed please put your phone on silent to avoid disturbing other patients.



Please return the device to staff in the clinical area immediately after use (if using NHS Grampian equipment).

Thank you for your understanding and co-operation.

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This publication is also available in other formats and languages on request. Please call Equality and Diversity on 01224 551116 or 01224 552245 or email: gram.communications@nhs.scot

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