

Maternity services

Visiting our maternity wards

Information for birth partners

Introduction

Birth partners are welcome in our maternity wards to provide emotional and practical support to mothers and their newborn babies. To keep everyone safe, especially during Covid-19, we ask all birth partners to read this guidance.

Before you come to hospital

- Check what the latest guidance is for birth partners with the maternity team or by visiting our website: www.imperial.nhs.uk/our-services/maternity-and-obstetrics
- Complete a lateral flow test before visiting the hospital and do not attend if your result is positive
- Avoid coming to hospital if you are experiencing symptoms of Covid-19 or have had a positive PCR test result in the last two weeks
- Remember that only one named birth partner can come into the maternity wards. Requests for birth partners to stay overnight will be considered on a case-by-case basis and will only be granted in exceptional circumstances
- Please note no siblings or children can come into hospital with you
- We ask that you come prepared to stay and bring enough food with you to minimise trips on and off the ward

While in hospital

- Wear a surgical face mask (blue and white mask) while in hospital. Masks are provided
- Use hand sanitiser or wash your hands when entering the hospital and when entering or leaving the maternity ward
- Where possible, stay two metres apart from staff, other women and their visitors
- Inside the maternity wards, please use the chairs provided for partners to sit on and avoid lying on the hospital beds

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- Once your baby has been born, please stay with your baby in the maternity ward and do not take your baby outside of the ward

Please note: all maternity wards reserve the right to decline entry to birth partners if there are concerns about safety or conduct towards our staff or other women. Speak to our staff if you have any questions.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk