

## Maternity department

# Staying with your partner overnight

## Information for patients, relatives and carers

### Introduction

We welcome partners on our wards overnight who want to provide practical help and support for mothers. If you would like to stay overnight, please follow the guidelines set out below. If you have any questions about this information, please speak to the midwife in charge or the matron.

### Infection control

- Keeping your hands clean helps prevent the spread of infections. Please use the hand sanitiser at the entrance to every ward when entering and leaving. Please wash your hands before and after you help care for mother and baby
- If you have a cold, flu or vomiting and diarrhoea, do **not** come into the hospital. Call in and ask to speak to the midwife in charge
- Anyone under the influence of alcohol or drugs will be asked to leave the ward
- Children are not allowed to stay overnight

### Safety

- You will need to sign a register so that we know you are present on the ward in case there is a fire or we need to evacuate. If the fire alarm sounds please follow instructions given by the ward staff. Do not try to leave the ward
- Do not take your baby out of the ward at any time
- Please do not walk around the ward at night as not all women will have a partner staying with them and we want to respect their privacy and need to rest at all times. To minimise disruption, please do not leave the ward between 20.00 and 08.00 unless there is an emergency
- If you are a smoker, please do not leave the ward or hospital building to smoke between 20.00 and 08.00

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- Due to our limited space, we cannot offer you a bed or shower. You can use the chair by the bed to rest if you wish. You will need to bring your own blanket. Please do not sleep in the bed with your partner as the beds are not designed for, nor safe, for two people
  - If there is an emergency involving your partner or baby that requires immediate medical attention, please stay calm and let the staff attend to your partner and baby. It would be helpful if you could stay in the waiting area until the emergency situation is over. A member of staff will provide information and support afterwards
  - We operate a zero tolerance policy on violent, disruptive or aggressive behaviour and security will remove anyone acting aggressively
  - We reserve the right to deny you access to stay on the ward at any time or if there are significant concerns that will compromise the safety of mothers, babies and staff

## Dignity/noise

- Partners are asked to remain fully dressed with the curtains drawn whilst on the ward to protect the dignity and privacy of staff members and mothers on the ward
- Please keep noise to a minimum and do not use mobile phones between 20.00 and 08.00. If you wish to use a hand-held device to watch a film or listen to music, please use headphones. This will help ensure mothers and babies get the rest they need

## General

- Staff on the ward often have up to eight women to care for so you may have to wait for a few minutes before we answer any call bells. Please bear with us
- We do not have housekeeping staff available at night, so, if you need something, please speak to the midwives or maternity support workers

## Parking

- Parking permits are not available from the ward. Please park in the public parking areas and follow the instructions displayed on the parking meters

## Questions or feedback

**If you have any concerns or worries about your partner's or baby's welfare, please speak with the midwife in charge or the matron.**

**We welcome any feedback about your experience as a partner staying overnight.**

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## 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 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). 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

We have a free wi-fi service for basic filtered browsing and a premium wi-fi service (requiring payment) at each of our five hospitals. Look for WiFiSPARK\_FREE or WiFiSPARK\_PREMIUM