The Calm at Night Charter

Information for patients, staff and visitors
Some patients find it difficult to sleep and rest in hospital. Unavoidable noise and light can make it very difficult to relax. This leaflet is a practical guide to how patients, staff and visitors can all work together to create a restful environment at night for the benefit of patients to aid recovery and provide Protected Sleep Time.
Rest and sleep is such an important part of patient care, we will do our best to:

- Create a calm and restful environment for our patients to help recovery.
- Provide a ‘night pack’ of eye mask and ear plugs for patients requesting them.
- Have a specified time for turning off the main overhead lights and using bedside lights.
- Always keep staff conversations low and appropriate.
- Reduce the volume of telephones and two-way communication radios.
- Answer nurse call bells and alarms promptly.
- Be mindful of noise that can be created when using doors, drawers and bins.
- Do our best to ensure medicine rounds are completed by 11pm and observations are timed so they don’t disturb patients.
- Ensure that patient transfers, where possible, are completed before 10pm.
- Remember that “Good Morning” begins at 7.00 am.
Rest and sleep is such an important part of recovery that we would be glad if you could:

- Be respectful of other patients who need to rest and sleep, keeping noise and movement to a minimum.

- Turn off televisions, mobile phones and other equipment (or switch them to silent) as part of the night-time settling down period.

- Where possible, leave the bay or ward if you need to speak on your mobile phone.

- Have conversations with other patients or staff, or on your mobile phone, quietly.

- Keep to hand anything you might need during the night.

- Let us know if you need pain relief.

- Let us know if you cannot sleep or if there is anything you need - eg face mask, ear plugs, extra blankets or pillows.
In addition, here are some Top Tips for relaxation:

• Avoid drinks containing caffeine (such as cola, tea and coffee) as it is a stimulant so will be more likely to keep you awake.

• Make sure you are not too hot or too cold. The ward team will provide extra blankets if needed, or remove them if you are too hot.

• Make sure you are comfortable. If you are feeling unwell or have had surgery, it can be difficult to find a comfortable position. Please ask the ward team if you need help getting yourself comfortable.

• Try to use the bathroom before you settle down at night.

• If you are in pain please ask the nursing staff for pain relief.

• Listening to relaxing music quietly through headphones (at a reasonable volume), as well as reading and breathing exercises, can aid relaxation.
We positively welcome feedback as it helps us to continually look for ways to improve our services. Please “Speak to Sister” or “Chat to Charge Nurse” for any immediate concerns, or complete a Friends & Family Test card at the end of your stay.
We can all help create and support a good environment; The Calm at Night Charter provides guidance on how to achieve a restful environment at night, allowing Protected Sleep Time and supporting recovery through a good night’s sleep.