WYE VALLEY TRUST

Chaplaincy Department

Guidance for visiting ministers and faith leaders

* County Hospital Hereford
* Bromyard Community Hospital
* Leominster Community Hospital
* Ross on Wye Community Hospital

The Trust welcomes responsible ministers and faith leaders who come to visit members of

their own community whilst in hospital. Like any other member of the community, visiting

ministers are expected to put the needs of patients and carers first, and to respect the

procedures of the hospital which are in place for their protection. We recognise the unique

pastoral relationships which are often established over many years, and will do everything

possible to facilitate visits from a known minister who is the best placed person to offer

spiritual, religious or pastoral care.

This guidance relates to clergy and faith leaders who have a pre-existing relationship with a

patient, and not to those who are asked to visit by the chaplaincy team to perform a

function on behalf of the Trust.

Information governance

The fact that a person is in hospital, and their whereabouts within the Trust, is a private

matter which is governed by legal frameworks of Data Protection.

If you are asked to visit a member of your congregation or community, then it is wise to

check with them or one of their close contacts to ascertain their whereabouts before you

travel to the hospital. Many patients bring a mobile phone into the hospital, and it could be

helpful to speak directly with them in order to plan the best timing of your visit.

If for some reason you have not been able to confirm the whereabouts of a patient, then

you may seek the assistance of the chaplaincy office. If a chaplain is available, then they will

try to contact the ward on your behalf to ask whether a patient wishes to receive your visit.

Identification

It is good practice to identify yourself to hospital staff as a visiting minister or faith leader so

that they will appreciate your relationship with the patient. Please be aware that staff will

not give privileged information to you because you are identified as a minister, or are

wearing clerical dress.

It is not advisable to introduce yourself to hospital staff as a ‘Chaplain’ unless you have been

formally trained, vetted, and appointed by the Trust and have been issued with WVT

security badge confirming this role.

Ward protocol

Many clergy and faith leaders are experienced hospital visitors and understand the

importance of ward protocols for infection control. If your visit to a patient may entail

sacramental care, for example the administration of communion or an act of anointing, then

it is essential to check with the responsible nursing staff that the procedure can be followed

without risk of infection or other hazard. You must follow all instructions given by the

nursing team and fully observe the routine procedures for hand cleansing, infection control,

and protection of meal times. Under no circumstances should candles be lit on the ward.

Liaison with the Chaplaincy department

The hospital Chaplaincy team is available to provide pastoral, spiritual, and religious care to

patients and families from all faith backgrounds or none. We are happy to take referrals

from local clergy and faith leaders to help in the ongoing support of members of your

congregation or community, but we will not normally contact you to pass on information

about people we have cared for unless this is expressly requested by a patient.

The chaplaincy team is staffed by ministers of the Christian faith supported by a

team of trained volunteers and the assistance of a network of faith advisors representing a

wide range of traditions.

Chaplaincy main office:01432 364139 email Philip.roberts@wvt.nhs.uk

For Roman Catholic chaplains: Fr Patrick Lobo 07922323603