

# How staff can help me stay connected with people who matter to me



You have the **RIGHT** to communicate with your family and friends.

Staff can only stop you from communicating, or watch you, if they think you are very unsafe.

**If you are being restricted ask:** What **RULES** do I have to follow? Are these rules just for me, or does everyone have to follow them?

**If you are unsure if the rule is fair, ask:** What is the **REASON** I have to follow this rule? How long do I have to follow this rule for?



Play gaming consoles

Use devices e.g., tablets, smartphones



Use social media

**If I am safe, the Human RIGHTS Act says I can:**

Meet my family face-to-face in hospital, at home, and/or in the community

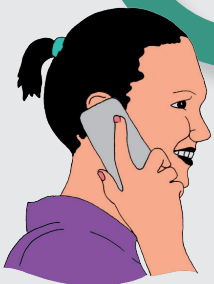
Staff should allow you to borrow a phone or device to communicate with people that matter to you.



Talk in private

Charge my own devices

Speak to my family when I want to



The rules staff ask you to follow should be based on what is needed to keep you safe. When everyone has to follow the same rules, this is called a blanket rule.

If staff want you to follow a rule that you think you no longer need, ask staff to check if you still need it.

This is called a **REVIEW**.



**If staff are asking you to follow a rule that feels unfair, you can:**

Talk to the nurse in charge or Ward Manager

Ask your parents/guardians to help you

Speak to an advocate

Complain to PALS

Tell the Care Quality Commission

