



# Good care from nurses and midwives



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# What our rules for nurses and midwives mean for you



Nurses and midwives have to give you good care.



This may be if you are:

- Staying in hospital



- Having a baby



- Having tests at a clinic.



You need to feel safe. You need to be listened to. You will want the same for your loved one if they are taken care of.



This will be the same for getting care from:

- A GP surgery



- At hospital



- In a care home



- In your own home.





This set of rules (or professional Code) about care is from the Nursing and Midwifery Council. All nurses and midwives must keep to it. It sets out what good care is and what people can expect.



Nurses and midwives must be kind and show respect.



They help you to make choices about your own care.



Nurses and midwives must listen to you. They know your privacy is important.



They make sure notes are kept confidential.



Information is shared with you in a way you can understand it.



Nurses and midwives tell you what is going on.



They will make sure that you are safe and do not come to harm.



If mistakes happen they will say sorry. They will let you know what is going to happen.



Your nurse or midwife will be honest. They will raise the alarm if they think you are not safe.



Nurses and midwives are there to care for your wellbeing.



They will help you get hold of the care you need.

# The Code for nurses and midwives



The Code puts you at the centre of your care. It has four main points nurses and midwives must stick to:

- Put people first



- Work well



- Keep people safe



- Treat patients and other staff with respect at all times.



To find out more about the Code please go to [www.nmc.org.uk/code](http://www.nmc.org.uk/code)



# What can you do if you are unhappy with your care?



If you are unhappy about the care you have, please tell someone.



This is the same if it is about the care of a loved one.



Please tell someone at the place the person gets their care.



This could be at a hospital or in a care home.



They should listen to your complaint. They should make sure someone gets back to you quickly. No-one should be unkind to you or give worse care.



For more information about reporting a problem please go to  
[www.nmc.org.uk/report-nurse-midwife](http://www.nmc.org.uk/report-nurse-midwife)



or call us on 020 7462 5800.

## About us



We set out how nurses and midwives should give care in all types of organisations.



All nurses and midwives in the UK have to register with us and keep to our Code.

[www.nmc.org.uk](http://www.nmc.org.uk)



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