

## Visiting the inpatient unit – visitor information sheet

March 2021

We are sorry to have to impose visiting restrictions at the hospice due to COVID but are trying to make it as safe as possible for all our patients, visitors and staff. Currently, on site physical visiting is limited to the same two individuals - ideally from the same household - per day for up to four hours. We are encouraging telephone and video call contact as an alternative and we can support patients with the technology.

Unfortunately there can be NO visiting to COVID positive patients – unless imminently dying in which case the relatives must consent to take the risk and self-isolate thereafter

Should you want to physically visit, you will need to book the time of your visit in advance to avoid arrival and departure times overlapping with others and jeopardising social distancing. We will check that the person you are visiting has consented to have visitors.

We will check if you or any of your household have any symptoms of new cough, fever, loss of smell/taste. If you have these symptoms or been in contact with someone who has these symptoms, you will not be able to visit.

We do, at times, look after patients with COVID at the Hospice, so there is a risk of infection in this environment. If you are vulnerable (e.g. over 70 or with underlying health conditions) then we strongly advise you to consider the risk to yourself.

We are reducing the risk of infection as much as possible by following all guidance and best practice on visiting arrangements, cleaning, protective clothing, swab testing and more. As part of this risk reduction, we are limiting the number of people visiting the inpatient unit, in line with Government guidance.

You can help by adhering to social distancing rules whilst here and washing your hands on entering and leaving the building. You will also be asked to wear a mask, apron and gloves. These will be provided to you on arrival and you will be supported to put them on and wear them correctly. You will need to wear them throughout your visit so will not be able to eat and drink whilst here.

If you envisage any problems undertaking these safety measures, please let us know in advance.