

Visiting the inpatient unit – visitor information sheet

May 2021

We are sorry to have to impose visiting restrictions at the Hospice due to COVID but we must make the ward as safe as possible for all our patients, visitors and staff.

Permitted visiting

Currently, visiting is permitted for **two close relatives or significant others per day**. The people can vary from day to day from within a pool of up to **six nominated visitors** ideally from no more than two households. Up to two visitors can attend on any allocated visit. Visits are restricted to **one allocated visit per day, for a maximum of 4 hours**. If two visitors are attending we ask that they arrive together if possible.

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 afterwards.

Patients at the end of life

For patients who are considered to be in the last hours of their lives, visiting is extended to allow close family to see their loved ones and say goodbye if this is their wish. In this situation:

- Only two visitors at any one time. This is to ensure patient dignity, space and physical distancing when staff are required to attend to care needs or administer medication.
- Visitors can change throughout the day as long as there are only two at the bedside at one time.
- There are no restrictions on the size of the visitor pool or length of visit. However, as eating and drinking is not allowed we recommend visits are not longer than 4 hours.

Booking your 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.

What we ask from you

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 and apron. 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 unfortunately you 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.