

Inpatient Unit Visitor Information

1. We have again reviewed our visiting arrangements in line with national guidance. From Wednesday 13th April 2022 **visiting hours will be between 10am and 8pm**. We can be flexible dependent on individual patient needs so please do discuss your needs with staff.
2. Each patient can have a maximum of **3 visitors at any one time**. There may be times when visitors are asked to vacate the room to enable social distancing when staff are attending the patient. Visitors are asked to be mindful of the patient becoming overtired.
3. The patient's own children (under 16 years of age) can visit with an accompanying adult. They will not be counted in the rule of 3. Decisions around other children visiting will be made upon request. Our staff will do their best to support your arrangements.
4. There may also be opportunity for 1 person to be resident and this will be discussed on an individual basis.

Before you visit

5. Routine testing with a lateral flow device is no longer mandatory prior to visiting. However, if you are supporting the patient with personal cares, as well as wearing the appropriate Personal Protective Equipment, testing with a lateral flow device is required and we will sort this with you.
6. **Please do not visit if you have any symptoms of COVID-19**

Symptoms of coronavirus (COVID-19) in adults can include:

- a high temperature or shivering (chills) – a high temperature means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- a new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- a loss or change to your sense of smell or taste
- shortness of breath
- feeling tired or exhausted
- an aching body
- a headache
- a sore throat
- a blocked or runny nose
- loss of appetite
- diarrhoea

- feeling sick or being sick

The symptoms are very similar to symptoms of other illnesses, such as colds and flu.

7. 'Virtual' visiting can be arranged to enable you to connect with the patient in these circumstances. Please talk to the staff who will be happy to set this up.

During your visit

8. When you arrive at the hospice please go to Reception who will ask you to confirm that you are free from Covid 19 symptoms.
9. We will provide you with a medical face mask when you enter the hospice. You **MUST** continue to wear a medical face mask throughout your visit. If you are exempt from wearing a mask then you will be provided with a face shield.
10. If you do not wish to wear a face mask or face shield entry to the hospice building will be denied, however, we will arrange for your visit to take place from the individual garden area outside each room.
11. You will be asked to wash your hands or use alcohol gel before entering and on leaving the patients room, when moving to different areas e.g., patient room to Lounge and when leaving the hospice.

On Leaving

12. At the end of your visiting time please use the call bell in the patient's room to inform staff you are leaving so that you can be signed out of the building.
13. A member of staff will then escort you out of the hospice.
14. You will be asked to wash your hands or use alcohol gel before leaving the building.

We want your visit to be safe and enjoyable for you and the patient so please do let us know what more we can do to achieve this aim. Your feedback matters to us so please do fill in a comment card or speak to a member of staff. Thank you.