

Your visiting time slot is

.....
(please bring this leaflet with you when you visit)

You must wear a face covering before entering the Hospice. This must stay in place in all communal areas, or when interacting with our staff. It is good practice to wear your face covering at all times.

We will check your temperature on arrival. If it is **above 37.5c you will not be admitted.**

Please do not congregate in communal areas anywhere in the Hospice, do not use the visitor kitchen, overnight stay room or sitting areas on the ward.

Please use alcohol hand gel before entering the ward. Please wear any PPE provided.

Wash your hands or use alcohol hand gel in the patient's room. Ensure you wash your hands when you return home. It is advisable, where possible to wash/ shower and change your clothes.

Remember there is no parking on the Hospice site **between the hours of 8am and 9 pm.** Please remember that our car park is very small and a space may not be available.

If there is any breach of this visiting guidance, your rights will be relinquished.

**IF YOU HAVE ANY FURTHER QUESTIONS OR CONCERNS,
PLEASE SPEAK TO THE WARD MANGER OR NURSE IN
CHARGE.**

St Joseph's Hospice,
Mare Street, Hackney,
London E8 4SA
T: 020 8525 6000
E: info@stjh.org.uk
www.stjh.org.uk



**St Joseph's
Hospice**

Founded in 1905 under the care of the Religious Sisters of Charity. Charity No. 1113125



**St Joseph's
Hospice**

Patient Visiting

PATIENT VISITING

The current Department of Health advice for visiting healthcare premises, including hospices, is one person to visit their loved one in the last hours or days of their lives. In exceptional circumstances, this can be extended to two people. We are aware of the impact this restriction is having on our patients and their loved ones.

Whilst we remain extremely concerned about the risk of infection spread, some of the lockdown measures are now being relaxed therefore we have reviewed our visiting rules and feel we can go beyond the Department of Health guidance.

However, it remains essential that we follow the UK Government advice about social distancing to reduce the risk of COVID-19 transmission to our patients, who are most vulnerable, visitors and our employees by restricting the number of people on the ward.

We will be allowing **very** restricted visiting for all patients at agreed time slots, with more open visiting if it is thought by the medical team that your loved one is in the last hours or days of life.

It may be possible for other family members, who have not been able to visit to view the body in the Hospice viewing room or at the funeral home of your choice.

All viewings at the Hospice will need to be booked in advance
Everyone must arrive at once, wear face coverings and have temperature checks before viewing

To help us manage this safely each family can only arrange one time slot to view

You will only be able to view for a maximum of one hour

The undertaker will be able to advise you on their guidance around viewing at the funeral home.

You will only be admitted between the times shown on this card
Please show this card at reception. Visitors without a visitor card will not be admitted.

You must not have symptoms of Covid-19 or have anyone in the household with symptoms.

To reduce the number of people on the wards and lower any risk the following will apply:

For all patients

Only two nominated visitors per patient for the duration of their stay with us.

For a fixed two-hour period per day - you will be given a two-hour time slot. There will be no visiting outside of this time slot.

Your time slot is on the back of this leaflet, please show this at reception when you arrive, visitors without a leaflet will not be admitted.

If the ward team feel your loved one is in the last hours or days of life. Visiting arrangements may change.

Between the hours of 7pm to 10am the nominated people as above will be able to stay overnight. To reduce disturbance to your loved one and the rest of the ward, these must be the **same two people for each overnight period.**

Between 10 am and 7pm your loved one can have 2 additional visitors, these visitors can change throughout the day. However each visitor must only visit once in a 24 hour period. **There must be no more than 4 visitors at anyone time**

To maintain your loved ones dignity it is essential that this is restricted to close family or very close friends. We will ask your loved one or nominated representative for a list of visitors they would like to see.

All visitors must abide by the following rules:

If your loved one has symptoms or confirmed COVID-19 you will not be able to visit for 10 days.

All visitors will need to complete a contact tracing form, you must give your name and telephone number. This information will be destroyed after 14 days.

You must wear a face covering before entering the Hospice and this must stay in place in all communal areas, or when interacting with our staff. It is good practice to wear your face covering at all times.

Visitors must not have symptoms of COVID-19 or have anyone in the household with symptoms.

We will check your temperature on arrival; if it is above 37.5c you will not be admitted.

Please wash your hands or use alcohol hand gel before entering the ward.

Please wear any personal protective equipment (PPE) that we give you.

Please do not congregate in communal areas anywhere in the Hospice, do not use the visitor kitchen, overnight stay room or sitting areas.

Please bring your own snacks and refreshments.

Wash your hands or use alcohol hand gel on leaving the ward
Ensure you wash your hands when you return home. It is advisable, where possible to wash/ shower and change your clothes.

There is **no visitor parking** on the Hospice site between the hours of 8am and 9pm.

If there is any breach of the visiting guidance your rights will be relinquished

VISITING - FREQUENTLY ASKED QUESTIONS

Why do you only allow the same two visitors for a two-hour time slot?

While many of the restrictions that were in place at the peak of COVID-19 infections have been relaxed, as a hospice it is vital we continue to reduce footfall. While we know you would not consider visiting with symptoms of COVID-19, evidence does suggest that some people have very few symptoms but can still spread the infection, the more people visiting, the greater the risk to our staff and patients.

The staggered time slots allow for social distancing and means that we never have more than 20 visitors in the wards at one time. This again helps to reduce the possibility of cross-infection.

I have several other family members or friends who would like to visit

Sadly, for the reason explained above, we need to reduce the risk of cross-infection and protect all of our patients and the staff who care for them, therefore we cannot allow additional visitors.

Will I be able to spend time with my loved one after death?

You and the other nominated visitor will be able to be with your loved one at the time of their death and stay with them for a few hours.