

Your visiting time slot is

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(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**. You will also be asked COVID-19 screening questions and will need to show a recent **Negative Lateral Flow test strip** on arrival. You will be given a leaflet and more information.

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.**

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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

We are aware of the impact restrictions are having on our patients and their loved ones and we review the situation in line with government advice on a regular basis.

We remain extremely concerned about the risk of infection spread, as lockdown eases further so we are making small changes.

However, it remains essential that we follow the UK Government advice about hand washing, wearing a face covering, social distancing & ventilation 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 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.

Viewing

During this period it will no longer be possible to view your loved one at the Hospice after they have died.

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

For all patients

Providing each person presents a negative Lateral Flow Test up to six nominated visitors can visit per patient for the duration of their stay with us. Children can be included as part of the six but must be closely supervised. Children under the age of 14 will not be allowed to visit after 8pm.

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. The same six people must visit each day. The visitors must be from the same household or support bubble. There can be no changes.

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 you will be able to visit for longer

These six people can visit and stay with the patient throughout the day between 10 am to 8 pm but to meet the rules of the latest lockdown, and testing, visitors must be from the same household or be in a support bubble. Two nominated people from this bubble can stay overnight – this can be discussed with the ward manager or nurse in charge.

All visitors must abide by the following rules:

If your loved one has symptoms or confirmed COVID-19 the Ward Manager or Nurse in Charge will discuss the situation with you and assess any risks.

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, you may be reminded of this if you are seen not to be wearing a covering.

Visitors must not have symptoms of COVID-19 (or any infection) 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**. You will also be asked COVID-19 screening questions and will need to show a **Negative Lateral Flow test strip** on arrival as per our leaflet and guidance.

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

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

Please do not congregate in communal areas anywhere in 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. Whilst 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 the ward full of visitors at any 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 or change the visitors.

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

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