

**Please do not visit if you have any symptoms of COVID-19, a high temperature or have any infection.**

If we have identified your loved one is within the last days or hours of life, there will be some flexibility around visiting please speak to the nurse caring for your loved one, the nurse in charge or Ward Manager.

We ask that a maximum of **two** visitors stay with the patient overnight, please discuss this and visiting with the team if you have any concerns about this or any other issues.

If you would like to visit your loved one after death please discuss this with the ward manager or nurse in charge.

For those unable to visit for any reason, we have tablets available to patients on the inpatient unit and where possible, we can help arrange and facilitate video calls.

Speak to a member of the team for details.



# Information for Visitors



# Thank you for supporting us to keep our patients, visitors and staff safe, please continue to follow our guidance.

## Face masks

Face masks are no longer required routinely when you visit the hospice/wards. If you wish to wear one this is of course your choice and we can supply you with one. You will see some staff are continuing to wear masks on the wards and in patient facing roles, when there is closer, prolonged contact with our patients.

When you visit you may be asked by a member of the team to wear items of Personal Protective Equipment (PPE) which may include a mask – this will be discussed with you individually.

## Lateral flow testing

There is no longer asymptomatic testing but if you have been unwell, taken a test, received a **positive result, have a temperature or any suspected infection then you must not visit.**

## Visiting patients on Lourdes and St Michaels Wards

We encourage visitors to come between 10am and 8pm to allow patients to have some privacy in the morning and be able to settle for the night.

- Patients are allowed to have **up to six** visitors at any one time, including children, who must be supervised at all times and leave by 8 pm
- Quiet and Sitting rooms are now open – please do not overcrowd in these areas
- Please wash or gel your hands after entering and before leaving the Hospice
- You will be required to wear disposable gloves and an apron when caring for your loved one if they are suspected or confirmed as having COVID-19 or an infection. These are provided outside the room, staff can assist you. We may need to restrict visiting
- We have protected meal times between 12:15pm and 1:15pm and ask that unless you are assisting your loved one with their meal that you do not stay during this period
- There is tea and coffee in the visitors kitchen
- The Five Sisters Café is open and you can purchase breakfast, lunch, snacks and drinks – purchases
- Please do not use the main corridors to congregate, take or make telephone calls– please move to a private area as we want to keep the wards as quiet and calm as possible for all