

Please do not visit if you have any symptoms of respiratory infection (including COVID-19 and Influenza) Diarrhoea and Vomiting or a high temperature from any infection.

If we have identified your loved one is within the last days or hours of life or a need to stay on the ward overnight, the Nurse in Charge will speak to you. 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 we are very happy to chat to you there may be many things to consider for you and we want to support you.

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 may see staff wearing masks and PPE on the wards, or when we have prolonged contact with our patients – we risk assess individual situations. When you visit you may be asked by a member of the team to wear items of Personal Protective Equipment (PPE) this will be discussed individually.

Lateral flow testing

There is no longer asymptomatic testing for COVID-19 but if you have been unwell taken a test and 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.

- We ask that patients can have **up to six** visitors in the room at any one time, including children, who must be supervised at all times and leave by 8 pm. This is because it can get very hot and busy in the room, but do discuss this with the nurse looking after your loved one
- There are Quiet and Sitting rooms, please do not overcrowd in these areas. The Community Hub on the ground floor has some lovely activities, books, toys, table football and a drawing table amongst other things in the Family Area
- We also have some wonderful kits for children – called Elephant kits to help support children at this difficult time
- Please wash or gel your hands after entering and before leaving the Hospice
- We may need to restrict visiting if your loved one has an infection but we will talk to you if this is the case
- 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 take or make calls– move to a private area as we want to keep the wards as quiet and calm as possible for all