

## Frequently Asked Questions

### Can children visit?

We will discuss on an individual basis the possibility of children visiting a parent. This will be managed on a case by case basis. Children must not be brought to the hospice before there has been a discussion and an agreed plan made with a member of the senior nursing team. Our family support service has a number of resources and information available to help families support any children at this time. Please speak to the nurse in charge for more information.

### Can we bring food in to the Hospice?

Food can be brought into the hospice if you are visiting face to face but not via the window to ensure social distancing is maintained. At present we cannot store food at the hospice apart from in exceptional circumstances following discussion with a member of the senior nursing team.

### How do we manage laundry?

Patients do still require their own clothes for their hospice stay: night clothes and possibly loose comfortable clothing for daytime depending on their situation. Nursing staff are able to place used clothing into bags and pass to visitors and receive clean clothing when the visitors check in for visiting.

### Can these arrangements change?

We appreciate that these guidelines are very prescriptive. This is not our natural way of working but they have been created to enable precious visits whilst maintaining the safety of our patients, staff and volunteers as much as possible. Ward staff are not able to change these rules, please do not place them in a difficult position by requesting any amendments. If the patient's situation changes different visiting arrangements may be required which will be communicated at that time.

Any specific concerns about these guidelines, to be directed to the senior nursing team: Liz Taylor - Director of Clinical Services, Debbie Evans - Ward Manager and Infection Prevention and Control Lead, or Louise Saville King - Deputy Ward Manager via the main hospice number 01244 851091.

Thank you for your understanding and cooperation.



## Guidance for visiting people displaying symptoms or with a positive test for COVID -19 during the Coronavirus Pandemic

The hospice is constantly reviewing its practice with regards to compassionate visiting arrangements whilst working within government guidance and considering patient, staff and visitor safety at all times. By following these visiting guidelines, you will be assisting us to maintain the ongoing safety of all of our patients, staff and volunteers whilst enabling our patients to have as much access to those important to them as possible. Managing visiting in such a way is contrary to our usual ways of working and we recognise the additional stress and anxiety this can cause; however this continues to be necessary in this current situation

Contact details of all visitors will be required when booking visiting appointments to ensure that we are able to meet the requirements of the NHS test and trace reporting programme. All visitors are asked to follow a specific protocol which includes answering questions in relation to COVID-19 at each visit and this is explained inside this leaflet. We recommend that people identified as vulnerable or extremely vulnerable do not visit but this decision is ultimately your own.

If visitors need to speak with medical or nursing staff this may require a separate appointment to be made.

If there is no designated space in the small car park please exit the grounds, turn right onto the road and then take the first right turn into the large car park behind the hospice. Once parked please walk back to the old building entrance through the hospice grounds. If you have mobility problems please speak to the reception staff who will be able to assist with organising safe parking in the small car park.

