

# st michael's hospice

## Visiting Policy during COVID-19 Pandemic

To minimise the risk of virus transmission and to protect our patients, employees and the wider community we must impose restrictions on visiting our In-Patient Unit. This is not a decision we have taken lightly and we do acknowledge the distress this may cause. Therefore, in line with our core values, in exceptional circumstances and at the discretion of our clinical team, exceptions may be made to this policy. All visits will be risk assessed and there may be occasions when a visit that had previously been permitted is no longer possible.

In line with current guidance the Hospice will allow all inpatients to have a single nominated visitor that may visit daily, and a nominated second visitor who could be a child as long as they are accompanied by an adult and are able to comply with the social distancing and face covering requirements. Names and contact details of all visitors will be required in the event that we need to contact NHS Test and Trace. Details of how the Hospice uses personal information is available at [www.stmichaelshospice.com/privacynotices](http://www.stmichaelshospice.com/privacynotices)

The number of visitors at the bedside is limited to a maximum of two and nominated by the patient. This is subject to social distancing being maintained throughout the visit. Members of the same household may visit the hospice together, but we ask those living in different households to visit separately.

### Prior to your visit

All visits must be planned in advance. If you do not arrange a visit in advance you will not be allowed into the Hospice.

All visitors must wear a face covering, so please bring your own (clean) face covering with you. If you don't have a face covering one can be provided for you.

Please limit the number of items you bring into the Hospice in order to limit the risk of infection.

### On arrival at the Hospice

If you are permitted to visit, when you arrive at the Hospice please press "3" on the intercom at the main entrance. A member of the clinical team will speak to you and direct you to the visitor entrance. Please be patient as they may be caring for someone when you arrive. The Reception Team cannot give you access to the building.

On arrival at the Hospice, you will be asked to sign a declaration confirming your current state of health and disclosing whether you have had any symptoms that could be an indication of coronavirus.

Please note that you must not visit if you have a new, persistent cough, high temperature of 37.8°C or higher or a loss of, or change to, your sense of smell or taste. If you have these symptoms you should self isolate and follow government guidance. If your symptoms become unmanageable you should use NHS 111 online (only call NHS 111 if you cannot get online). If you have not had any signs of improvement after 7 days and have not already sought medical advice, please use NHS 111 online before leaving home or allowing visitors in.

If you or anyone you live with develops coronavirus symptoms, then all household members must stay at home and not visit the Hospice.

### During your visit

All visitors must comply with the following essential measures:

- Wash your hands thoroughly before entering and on leaving the bedroom
- Wear protective equipment, including a face covering, as advised by our team
- Try to minimise physical contact with anyone
- Minimise time spent within two metres of your loved one
- Try not to touch your face. If you need to touch our face please use a tissue and clean your hands before and afterwards
- If you cough or sneeze, cover your mouth and nose with a tissue, or your sleeve. Afterwards, wash your hands or use hand sanitiser
- Put used tissues in the bin immediately and wash your hands afterwards
- Do not sit on the beds or touch any Hospice equipment
- Do not bring in gifts, food or drink
- Remain in the bedroom and balcony for the duration of your visit
- Please speak to a member of the team if you wish to use the gardens.

A failure to comply with these requests could mean that further visits are not permitted.

During this period, we will do all we can to facilitate you being in contact with your loved one using mobile devices. If possible, please supply suitable equipment, passwords and chargers to enable us to do this.

Thank you for your patience understanding during this difficult period.

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