

Living with Covid visiting Guidance-JUNE 2022

We are very pleased to be able to allow visitors to our hospital. The health, safety and wellbeing of our patients, communities and individuals and teams remain our absolute priority. With that in mind, please bear with us while we follow the most recent NHSE guidance on visiting.

We understand many of you will be eager to visit, but we need to ensure this is done safely, and other government advice is followed.

We appreciate how hard it has been to keep in touch with loved ones who are in hospital with these restrictions in place. We'd like to thank you for your support and understanding during this difficult time.

Visits are:

- Limited to **two visitors per day**.
- Up to **one-hour** duration only

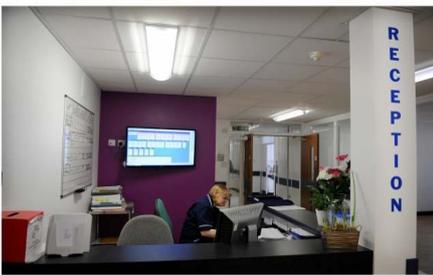
(Except in exceptional circumstances as outlined on the final page of this leaflet.)

How do I arrange a visit?

- Contact the ward to discuss appropriate arrangements
- You should contact by **12pm** to arrange visits for the **following day**
- You will be asked some questions when you get in touch to decide if a visit can go ahead

You will not be able to arrange a visit if you have any COVID-19 symptoms.

The ward staff will also let you know what to expect when coming to our wards, and what personal protective equipment (PPE) such as masks are required in which areas.



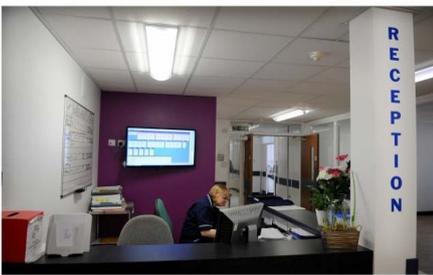
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Visiting our adult inpatient settings during the COVID-19 pandemic

To ensure that we can maintain our levels of safety for everyone, it is important for everyone to follow the expert national guidance to help limit the spread of COVID-19 and protect the most vulnerable people in our communities and our NHS.

If you have any of the following symptoms you **should not visit**, even if these symptoms are mild or intermittent, due to the risk they pose to others:

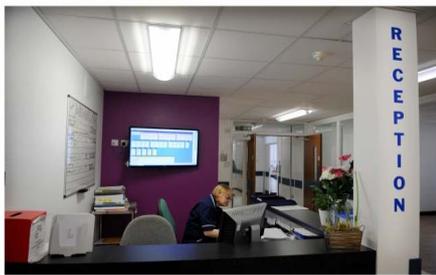
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|-------------------------------------------------------------------------------------|---------------------------------------------------------|
|  | Do you have new symptoms of a cough? |
|  | Do you have a high fever or a temperature? |
|  | Do you have a change or loss of taste or smell? |
|  | Do you have new symptoms of shortness of breath? |



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What to expect when you visit our hospitals:

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|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>It is now personal choice whether you wear a mask in hospital communal or non-clinical areas. These are supplied at the hospital entrances. Please ask the clinical department that you are visiting for specific guidance on mask wearing in that area.</p> |
|  | <p>Clean your hands using the disinfectant hand sanitiser provided or soap and water where available:</p> <ul style="list-style-type: none"> • on arrival to the hospital on entering the ward/department • when putting on or taking off any personal protective equipment (PPE) or face coverings • on leaving the patient's bed space • on leaving the ward or department • on leaving the hospital building • as soon as you get home |
| | <p>You will not be required to self-isolate following your visit, as your risk from virus transmission will have been minimised by following the visiting guidance.</p> |
|  | <p>You should then follow the signs to leave the department. Please stay to the left of all corridors as marked on the floor. You should dispose of your mask at the PPE bins Provided.</p> |



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Exceptional circumstances

Please discuss with a member of staff about how we can facilitate visiting more flexibly in the following circumstances:

- Carers for patients who require assistance e.g. supporting someone with a mental health condition, dementia, delirium, a learning disability or autism, where not being present would cause the patient to be distressed.
- Immediate family members/partners of those at end of life.
- You may be required to wear additional PPE. Please follow all instructions given by our staff carefully, they will guide you to remove and dispose of all the personal protective equipment appropriately.

Supporting Relatives Services

We have set up a range of services to support relatives to maintain contact during the suspension of visiting to the hospital. These services will continue to be provided. They include: Virtual Visiting anhsft.virtualvisiting@nhs.net, Care Parcel and a 'Sending Hugs' service to deliver get well wishes. Please email anhsft.patientadvice@nhs.net

If you have any questions or would like further advice, please contact the department on your appointment letter.

If you are deaf or have a hearing or speech impairment, the Text Relay Service can be used to contact us. Dial 18001 followed by the contact number on your letter.

If you require this leaflet in other languages or formats please telephone the patient advice and liaison service (PALS) on 01535 294019