

Question	Answer
<b>If someone comes into the hospice, can their family and friends visit?</b>	Yes, currently you can have one visitor for four hours, once a day. The staff will be able to explain further when your admission is discussed.
<b>Can someone still see one of your team in person if they need to?</b>	Yes, after we have risk assessed the situation you can see any member of our multidisciplinary team.
<b>If someone doesn't want to be visited at home can they talk on the telephone or video?</b>	Yes, we can arrange different ways of talking including the phone or video if you prefer not to have face to face contact. Sometimes this may be necessary after a phone call but this would only be arranged with your approval.
<b>If I am visiting someone do I need to complete a risk assessment form?</b>	Yes, we will ask you to complete a <a href="#">Risk Assessment</a> and have your temperature taken. We ask you don't visit if you have any symptoms of COVID 19 or have been contacted by test and trace and advised to self-isolate.
<b>What will be the process when I come to visit someone?</b>	You will be met at the door by a member of staff who will be wearing a mask and asked to put on a mask and then wash your hands. You will be asked to fill out the <a href="#">Risk Assessment</a> form, put on an apron and gloves then be escorted to the person you are visiting.
<b>Can I be there when the person close to me is dying?</b>	Yes, you can visit along with one other person at this time. You will be asked to fill out a <a href="#">Risk Assessment</a> form and to wear a mask, apron and gloves.
<b>Does the hospice care for people who might have COVID 19? And what precautions do you take to stop other people catching it?</b>	Yes, we do care for people with suspected and confirmed COVID 19. We have strict infection control policies that follow Public Health England, NHS England and local Infection Prevention and Control guidelines in place including the risk assessment we ask you to complete and the wearing of PPE.
<b>When someone dies, what happens to the death certificate?</b>	We email the certificate to the registrar so you don't need to collect it or take it yourself. It is helpful for us to know which funeral director you are using so there are no unnecessary delays.

If you require further information and guidance please see our COVID 19 Information page at <https://www.pilgrimshospices.org/news/information-on-covid-19-coronavirus>