

VISITING THE IN PATIENT UNIT FROM 13th September 2021

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	Standard	<input type="checkbox"/>	Guidance	<input checked="" type="checkbox"/>
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<p>Note: All documents are to be reviewed on 3 yearly basis unless a change is required by legislation, NHS Policy including NICE Guidelines etc, CQC requirements, commissioning requirements, changes in professional practice evidenced by e.g. Codes of Practice developed by Professional Bodies, changes in the structure of the organisation, significant incident or adverse occurrence.</p>				

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Category (to be applied when uploading to Sharepoint).	Clinical	<input checked="" type="checkbox"/>	Medicine Management	<input type="checkbox"/>
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	Fundraising	<input type="checkbox"/>	Human Resources	<input type="checkbox"/>
	Information Governance	<input type="checkbox"/>	COVID specific	<input checked="" type="checkbox"/>
	Volunteer	<input type="checkbox"/>		

(The following information is also published to the Website for visitors)

We appreciate that this is a worrying time for everyone and we want to reassure members of the public that the health and safety of our patients, visitors, staff and volunteers is our absolute priority.

We continue to review Government guidelines around visiting and infection prevention and control measures and make sure we update any changes as quickly as possible

During this COVID transition period we have reviewed our visitors' policy to accommodate the changes in government guidelines, to protect our vulnerable patients, their families and staff while complying with infection control and prevention advice.

We will continue to make the most of other means of staying in touch. We have Wi-Fi on all our wards and iPads that can be used to keep families in communication.

From Monday 13th September 2021, we are able to allow two visitors to the bedside for each visiting session. This can be two adults or one adult plus an immediate family member under the age of 16. This enables 4 different people a day to visit.

Visiting times are from 10am until 8pm with a break between 2pm and 4pm to allow patients to rest.

Staying overnight is by exception only, permissible where a specific need has been identified, and is limited to one person. If staying overnight, the visitor is expected to remain by the bedside, or in a designated location, and there is no facility to leave and return to the building during the night. Facilities such as showers are available at the discretion of the nursing team. We are unable to accommodate visitors under the age of 16 overnight.

When a patient is actively dying, timings can be relaxed for relatives to stay for longer, and up to two people to stay overnight.

We welcome visitors under the age of 16 who are immediate family and who are accompanied by a responsible adult. We appreciate it is not always feasible to count visitors under the age of 16 in the two person limit. We therefore ask that you discuss with the nurse in charge prior to the visit so as to ensure any disruption can be minimised particularly if this involves large numbers of visitors under the age of 16.

Pets are permitted but by prior agreement only, and only where the visiting can be safely accommodated. Factors which would need to be considered would include the size of the animal, any potential hazard it would present, any allergies or phobias among staff, patients or other visitors.

Visitors will be able to eat and drink at the bedside once the patient has tested negative for COVID-19

Visitors will be asked to complete a risk assessment form and are required to keep to the agreed processes

To facilitate a safe visit, each visitor over the age of 11 (year 7 at school) will be required to provide a negative LFT test. This must be done at home before embarking on the journey to the hospice at least 30 minutes before the anticipated arrival time. This is to ensure maximum accuracy. The LFT test must be given to the member of staff/volunteer at reception to record the serial number and then dispose of the test. This will be required on every visit.

Please use this link to order test kits, they are also available in some pharmacies.

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

Every visitor over the age of 11 (year 7 and above) will be required to wear full PPE (mask, apron and gloves) until their loved one has had a negative PCR test. This is done on admission to the hospice and can take up to 48 hours to get the result. After the negative PCR test visitors will have to wear only a mask from reception to the patient bedside where they can then remove the mask for the duration of the visit. Visitors will be required to put the mask back on to move from the bedside (including making use of the facilities such as the toilet) or if asked to do so by a member of staff.

If visitors have returned from abroad they will need to follow the government guidelines pertinent to the country visited. If this includes a period of self-isolation, visiting will not be allowed until this has been completed.

Please use this link for the latest guidance

<https://www.gov.uk/guidance/travel-abroad-from-england-during-coronavirus-covid-19>

For the safety of others we cannot allow anyone to visit who has a new, persistent cough, loss of taste or smell or high temperature. In this case it may be necessary to self-isolate and/or take a PCR test.

Please use this link for the latest guidance

<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/when-to-self-isolate-and-what-to-do/>

We need to make visitors aware that there are likely to be patients on the ward who are affected by COVID-19, so the following steps are vitally important to maintain everyone's safety.

Visitors must adhere to the following:

- To bring only a small number of personal effects ie keys, phone, purse/wallet
- Agree to have your temperature checked
- Wash your hands thoroughly before entering the ward area and on leaving the bedside
- Wear protective equipment, including a mask, as advised by staff
- Minimise time spent within 2 meters of your loved one
- Remain at the bedside for the duration of your visit. If you need anything, please call for one of the nursing team using the call bell

If a visitor is unable to follow these instructions we will need to stop the visit