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<i>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.</i>				

<b>Groups to be notified about this document:</b> <i>Please detail staff/volunteer groups or roles who need to be notified the document has been published:</i>	All PH Staff and volunteers
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<b>Groups affected by this document:</b> <i>Please detail staff/volunteer groups or roles to whom the policy/document is relevant:</i>	All PH Staff and volunteers
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<b>Category</b> (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)**

Following the relaxation of government guidelines regarding COVID 19, 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

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 Tuesday 17th May we will be able to allow two visitors at the bed side at any one time. These can be different people throughout the visiting time but we ask you to liaise with your family to ensure there are not large numbers of people waiting in our small reception areas. Please arrange times between you, the staff will not be able to do this on your behalf.

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

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.

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 outside the visiting hours.

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 and is out of isolation but will need to wear a mask at all other times. This applies to using the cafes or lounges on the inpatient units.

Visitors are asked not to visit if they have symptoms of or have tested positive to COVID 19 unless the patient is in the last days of life. If this is the case they would need to wear a mask at all times, not eating and drinking on site and would need to change the mask every four hours.

Every visitor over the age of 11 (year 7 and above) will be required to wear a surgical mask provided by the hospice. Visitors will be asked to wash their hands prior to entering

the inpatient unit. Gloves and aprons will be required if the visitors wish to assist with personal care.

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
- 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**