

## Frequently Asked Questions

**Can children visit?** We will discuss on an individual basis how best to support children with visiting. Please speak to nursing staff where a plan will be agreed with a member of the senior nursing team. Our family support service has a number of resources and information available to help families support any children at this time. Please speak to the nurse in charge for more information.

**Can we bring food in to the Hospice?** Food can be brought into the hospice if you are visiting face to face. At present we cannot store food at the hospice apart from in exceptional circumstances following discussion with a member of the senior nursing team.

**How do we manage laundry?** Patients do still require their own clothes for their hospice stay: night clothes and possibly loose comfortable clothing for daytime depending on their situation. Nursing staff are able to place used clothing into bags for collection at visiting times.

**Can the patient's pet be brought into the Hospice?** A calm, well controlled small pet can be brought to the hospice where this would benefit the patient. Any pet brought to the hospice must remain with the patient or at their bedside on a lead, in a basket or on the visitors lap at all times. Please speak to nursing staff prior to the visit to clarify the criteria before to bringing the pet to the hospice otherwise to prevent disappointment.

**Can we use the Hospice grounds?** All patients who are able are welcome to use the garden spaces. Which garden is used and how this will be managed depends on which level of isolation the patient is currently managed in. Face masks are required by all patients and visitors when moving around the unit. Nursing staff can advise on the relevant practice for your loved one. Where nursing staff are needed to assist the patient, it will not always be possible for this to occur at a precise time.

**Can we have a different visiting plan?** Ward staff are not able to change the visiting guidelines, please do not place them in a difficult position by requesting any amendments. If you have any specific concerns one of the senior nursing team will be happy to discuss these with you.

## Guidance for visiting inpatients during Coronavirus Pandemic

The Hospice is constantly reviewing its practice with regards to compassionate visiting arrangements in line with government guidance. Our goal is to enable patients to have as much access to those important to them as possible whilst considering patient, staff and visitor safety at all times. We do recognise the additional stress and anxiety this can cause. Visiting arrangements depend on the level of isolation. **Routine visiting hours are 1.30- 4pm and 5 – 7.30pm.**

All visitors are required to wash their hands on entering and leaving the Hospice and to wear a surgical face mask, provided by the Hospice, throughout the visit. Additional PPE may be required for some levels of isolation. Where visitors are unable to wear the PPE due to health conditions or a disability, nursing staff will discuss with the visitor what other Infection Prevention and Control measures are required.

All visitors are asked about their own vaccination status, any recent exposure to COVID 19 and their susceptibility to infection. Visitors who have had a current positive PCR or LFD test or are experiencing any symptoms of COVID 19 or live with anyone who is must not visit the hospice. In addition, visitors should not attend the hospice when feeling unwell even if they have tested negative for COVID 19 and should not attend for a further 5 days after experiencing symptoms such as cough, high temperature, diarrhoea or vomiting. If a patient has been identified as being in the last days of life the visitor should phone the hospice and speak to one of the senior nursing staff for further advice.

### Thank you for your understanding and cooperation

Liz Taylor - Director of Clinical Services

Debbie Evans - Ward Manager and Infection Prevention and Control Lead

Louise Saville King - Deputy Ward Manager

**HOSPICE**  
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**At any one time there may be three different groups of patients within the Hospice and the arrangements for each group is different.**

The three groups are:

1. Those who have no signs or symptoms of COVID-19 and are no longer required to isolate (low risk / green)
2. Those who have recently been admitted and are required to be nursed in isolation until we have a confirmed negative COVID 19 test result after a specific length of time (medium risk / amber)
3. Those who are experiencing symptoms of COVID-19 and are awaiting results, or have recently had a positive test or have recently been in close contact with someone who has tested positive for COVID-19 (high risk)

Your loved one is currently being cared for in line with the criteria for **group 1 or 2** above, this means that:

- **On the day of admission** one visitor can come with the patient to contribute to the medical and nursing admission assessment, familiarise themselves with the environment and address any immediate questions or concerns.
- **Pre-booked daily face to face visiting is** available for up to six named visitors at pre-booked visiting times. A maximum of two named visitors can attend at any one visiting time
- **Patients identified as significantly deteriorating or being in the last days of their life** may have 2 visitors in the room at any one time with up to a maximum of 6 close family or friends in total making pre-arranged visits with the patient's permission. One named visitor may stay overnight in same room if this would be beneficial. How this works in practice will depend on a number of factors and will be agreed for each particular circumstance. Where visiting is more flexible because the patient has significantly deteriorated the Hospice may revert to previous practice if their condition stabilises.
- Families who are visiting patients at end of life are welcome to use the courtyard garden if there are no patients in it. The family room is also available for you to use but can only be accessed by one family at a time. Where more than one family want to use this nursing staff will agree a plan.

**All visitors to the Hospice are asked at each visit:**

- to sign in and out at reception each time they arrive and leave.
- to effectively wash their hands on entering the unit as guided by nursing staff.
- to cover the mouth and nose with a bent elbow or tissue when coughing or sneezing; to dispose of the tissue after use in the nearest closed waste bin; and to wash your hands after having contact with respiratory secretions.
- to maintain a two-metre distance with other visitors and staff in line with government social distancing guidance at all times.
- **to avoid using the Hospice toilets unless absolutely necessary and, if required, to alert staff with the patient call bell to ensure adequate cleaning can be maintained.**
- to refrain from moving around the inpatient unit and staying within the patient's room at all times unless this has previously been agreed by a member of staff.

The family room can be used for a special event such as a shared meal with patients in groups 1 or 2 (maximum of 2 visitors and patient). If you would like to do this please speak to nursing staff who can arrange

**Parking**

If there is no designated space in the small car park please exit the grounds, turn right onto the road and then take the first right turn into the large car park behind the Hospice. Once parked please walk back to the old building entrance through the Hospice grounds. If you have mobility problems please speak to the reception staff who will be able to assist with organising safe parking in the small car park.