

Frequently Asked Questions

Can children visit?

Please speak to nursing staff prior to bringing children to visit so a plan can be agreed. Our Living Well Service has a number of resources and information available to help families support 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 when you are visiting. At present we cannot store food apart from in exceptional circumstances in agreement with the senior nursing team.

How do we manage laundry?

Patients 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.

How do we manage laundry?

A calm, well controlled small pet can visit 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 if this is possible before to bringing the pet, to prevent disappointment.

Can we have a different visiting plan?

We try to accommodate reasonable requests for alternative visiting arrangements and this needs to be agreed by a member of the senior nursing team who will be happy to discuss this with you.

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

OF THE GOOD SHEPHERD

Visiting inpatients during the Coronavirus Pandemic

Visiting hours are 1.30- 4pm and 5 - 7.30pm

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.

All visitors are required to wash their hands when entering and leaving the hospice and to wear a surgical face mask, provided by the hospice, throughout the visit. 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. We are requesting adult visitors complete a lateral flow test twice weekly prior to visiting and these can be provided by the hospice where the visitor does not have free access to them.

Visitors who have a current positive PCR or Lateral Flow Test (LFD), are experiencing any symptoms of COVID-19, or live with anyone who is, must not visit the hospice. In addition, anyone who is feeling unwell, even if they have tested negative for COVID-19, may not visit for a further 5 days after symptoms such as cough, high temperature, diarrhoea, or vomiting.

If a patient has been identified as being in the last days of their life visitors experiencing any of the above should phone the hospice and speak to one of the senior nursing staff for further advice about visiting arrangements.

We recognise and acknowledge the additional stress visiting restrictions can cause. Whilst we take this into consideration, we ask that visitors treat our staff and volunteers with courtesy and respect and if dealing with a misunderstanding or raising a complaint we ask that this is done in a reasonable manner. Anyone displaying threatening or abusive behaviour will be asked to leave the hospice.

