

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.

Can the patient's pet be brought into the Hospice?

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 bringing the pet, to prevent disappointment.

Can we use the Hospice grounds?

All patients who are able to do so are welcome to use the garden spaces. Which garden is used, and how this will be managed, depends on how the patient is managed. 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?

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 park in the large car park and use the main entrance to the hospice Monday – Friday, 9am – 5pm and inform reception staff whom they have come to visit. Reception staff will confirm with the ward that the patient is ready for the visit. Visitors will be accompanied to the ward and taken directly to the patient's room after washing their hands prior to entering the IPU. Outside of office hours visitors will use the back entrance to the hospice, parking in the small car park just outside the entrance area. We ask anyone who has mobility issues to speak to the nurse in charge who will be able to arrange access via the back entrance regardless of the visiting time.

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 any visitor experiencing any of the above should phone the hospice and speak to one of the senior nursing staff for further advice about visiting arrangements.

At any one time there may be three different groups of patients within the hospice with different visiting arrangements for some groups.

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 (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 (high risk). PPE (masks, aprons, and gloves) will be required when visiting patients who are symptomatic of, or are testing positive for, COVID-19. 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.

Depending on the level of isolation and tasks being completed staff will wear different levels of PPE. We do not require visitors of people in green or amber isolation to wear surgical face coverings, but you are welcome to do so if you wish and would recommend this if you have prolonged close contact with the patient. If you prefer to wear a surgical face mask and wish to speak to a member of staff please request them to do so if you wish – they will not be offended.

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 and 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 always maintain a minimum of one metre distance with other visitors and staff.
- To stay within the patient's room unless going into the outside spaces or family room as agreed with staff – see overleaf

- **On the day of admission** two visitors 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.
- **Daily face to face visiting** is available for a maximum of two adult visitors at any one visiting time. Where possible we ask patients and visitors to plan to visit so that the number of people moving around the unit is kept to a minimum
- **Patients identified as significantly deteriorating or being in the last days of their life** may have two visitors in the room at any one time throughout the day. Wherever possible we request that visits are made between 9am and 8pm, however one visitor may stay overnight in the same room if this would be beneficial. How this works in practice will depend on several factors and will be agreed individually. If a patient's condition stabilises or improves visiting arrangements will be reviewed.

Using our facilities

Families who are visiting patients who are in the last days 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, one family at a time. Where more than one family want to use this nursing staff will agree a plan.

The family room can also be used for a special event such as a shared meal with patients. Please speak to nursing staff who can arrange this.

Refreshments

The hospice café is open between 11 & 2.30 and visitors are welcome to use this. Outside of these hours, where visitors are on site for prolonged periods, meals can be provided for up to two visitors at patient mealtimes. Please speak to a member of the catering team or nursing staff regarding ordering and payment.

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 and a decision will be made regarding the appropriateness of future visits. V520/09/2022