

Inpatient Unit - Visiting Arrangements

[Update 28 October 2020]



We understand that these are very difficult times for patients and their families and aim to provide opportunity for visiting that takes account of individual wishes and preferences while keeping patients, visitors and staff safe. To enable us to achieve this we do need your support.

To reduce the potential risks for everyone, if you or a member of your household have any of the following symptoms or have been asked to isolate within your household for 10/14 days you must not visit the hospice.

- A high temperature (Feel hot to touch on chest or back)
- A new, continuous cough
- A loss of, or change to, your sense of smell or taste

Similarly, if you live within an area affected by local 'lockdown' measures that restricts contact outside your own household or within indoor spaces we ask that you do not visit the hospice.

Alternative ways for staying in touch can be arranged if any of the above situations affect you or if you find you are unable to visit at any time for any reason. Please do speak to a member of the nursing team who will be happy to coordinate this for you.

General visiting arrangements

- The patients preference for a list of five named visitors will be noted on admission. Note: Track and Trace information will be required for each person.
- Visiting arrangements/times will be agreed between the patient and the nurse responsible for their care.
- Children are able to visit by arrangement with the nurse and must remain with a responsible adult visitor

In order to accommodate different needs and circumstances, and with the patient's agreement, visitors can choose one of three visiting times

(ONE named visitor per day/two visitors if from same household)

10am – 12 midday 2.30pm – 4.30pm 6.30pm – 8.30pm	Please note: numbers in the hospice at each time slot are limited for the safety of all; the nurses will discuss time preferences with you
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- Alternative, flexible arrangements will be made for patients at end of life or where the patient has a condition such as dementia, autism or learning disability. The nurse will take time to discuss this with you and make arrangements to ensure loved ones can be present. During these periods, where there is a change-over of visitors we require a 15 minute period between visitors to enable staff to clean down surfaces in the room.
- Access to the Inpatient Unit for visitors is through the side entrance. On arrival please use the hand gel that is available outside the doors near to the intercom and ring to let staff know you have arrived. A member of our team will greet you, take the temperature of visitors to check this is not above 37.8c before showing you round the building to the bedroom.
- Hand-basin and bathroom facilities are available in the room; we ask that you wash your hands on arrival.
- The use of face coverings and social distancing are required during visits. Sometimes it may be necessary to wear protective aprons or gowns and the nurse will discuss this with you if necessary.
- Please use the 'call aid button in the bedroom if you need assistance, support or have any queries; this will help keep everyone safe by maintaining strict social distancing on the unit.
- As our Café is not open at the present time; you may want to bring some drinks/snacks with you.
- If at any time you feel circumstances have changed please discuss this with a member of the nursing team.

All the staff at East Lancs Hospice thank you for your patience and support during these difficult times