

Anyone staying with us is particularly vulnerable, and especially so to COVID-19, so we are asking you to support us in keeping our patients safe.

We know how important visiting is for patients, their families and friends so we are doing all we can to allow them to continue.

However, this does mean we have to introduce some additional measures and restrictions to ensure we are giving patients as much protection as possible and safeguarding visitors and staff.

Some of the measures will now feel second nature but others may not, so here are the steps we've implemented and what you need to do when visiting us.

- **Ring before you arrive:** If visiting a patient, for the time being, you will need to ring us before you visit. You won't need to make an appointment but you must call us.

Perry Ward, Shrewsbury: 01743 261502

Alexandra Ward, Telford: 01952 221366

- **Two at a time:** In order to reduce the risk of our patients being exposed to infection, we are restricting the number of all visitors for now. Until further notice, we will only allow two people at a time into a person's room and you must wear the protective equipment we will provide for you before entering the ward area: a facemask, gloves and an apron.
- **Time your visit:** We ask you do all you can to time your visit with other family and friends so you do not create a large group while waiting to see someone, regardless of whether or not you are part of the same household.
- **Sanitisers at entry points:** Visitors must observe all the hygiene precautions we have put in place – these are for the benefit of patients, you and our staff. Please use the hand gel provided when entering our buildings, before and after using toilet facilities and whenever you touch doors, keypads, etc.
- **Keep your distance:** Social distancing rules apply at the hospice as they do everywhere else and we don't have the space to safely accommodate everyone. Please bear in mind that you will not be able to congregate or wait in the gardens either – we simply can't ensure everyone's safety if more than one group does this, so we can't allow any group to do this, even if they are part of the same household. You will have to wait inside your car.
- **One-way system:** We're used to driving on the left; now we're asking you to walk on the left in corridors. Please be aware not to cross people so the two-metre distance can be respected.

- **Making a donation:** We love receiving your gifts and kindly ask you to give your details in advance for receipt/thank you notes and when you arrive please wash your hands or use the sanitiser hand gel before and after presenting your donation. Our staff will do the same.
- **Keep an eye on the time:** If you're visiting to see someone in our fundraising team or for any other reason than seeing a patient, please keep an eye on the time. We love to see our supporters but to mitigate risk we're asking you to keep it short and sweet. Keep visits to 15 minutes and meetings up to 30 minutes and remember to follow social distancing rules.

The hospice staff are here to care for patients so please do all you can to ensure they are able to focus on that task. Follow any instructions they give, they are trying to help and ensure that everyone who wants to can visit safely.

Under no circumstances should you visit us if:

- You have any symptoms of COVID-19. Public Health England lists the most common symptoms as:
 - **new continuous cough and/or**
 - **high temperature**
 - **loss of sense of smell or taste**
- You are in a period of self-isolation because of contact with others who are ill or have the symptoms

We will keep updating these sections of the website as we need to and will also be sharing the latest information on our Facebook and Twitter feeds.

Please take care and get in touch if you have any questions.