

Visiting someone who's staying with us

As you would expect, the hospice has made some changes to ensure that everyone who visits us, as well as staff and volunteers, are kept as safe as possible in relation to COVID-19, including the new variant.

You are always welcome to visit someone staying at the hospice but we have introduced some temporary measures to reduce the risk of our patients being exposed to infection and to ensure we remain COVID-secure.

Unless you are informed otherwise by a member of ward staff, visiting hours are currently limited to:

- 2pm-4pm
- 6pm-8pm

No more than two visitors are allowed in a room at any one time.

Please time your visit with others so you don't create a large group waiting to see someone, regardless of whether or not you are part of the same household or bubble.

On arrival, please ensure you wash or gel your hands – we have lots of easy-to-spot dispensers on walls and near entrances. You must gel or wash your hands before entering the ward.

You must wear the protective equipment provided whenever you are on the ward: a facemask, gloves and an apron. Not all of our staff will wear protective equipment such as face masks at all times but please be reassured they are wearing it whenever appropriate.

Social distancing rules apply at the hospice as they do everywhere else and we don't have space to accommodate everyone, so please don't congregate inside the hospice building or gardens while waiting to visit someone – 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. You will have to wait inside your car.

Please observe any signs, one-way directions or limits on the numbers of people allowed in a particular area.

Furniture has been placed to keep everyone safe, please don't move it. Talk to us if something needs moving or isn't right.

If you or anyone you have been in contact with over the past 14 days have any symptoms of COVID-19, or have had a positive COVID-19 test within 14 days and still have symptoms, please do not visit.

Symptoms include:

- new continuous cough
- fever
- changes to smell or taste

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.