



INFORMATION FOR VISITORS

At Wirral Hospice St John's we are constantly reviewing our plans to provide the greatest protection we can to our patients, their families and staff. In light of the Government's directives on social isolation and the need to respond to the increasing level of risk of infection from COVID-19 within the health care sector and the community we have today reached the position we have been trying to avoid.

As of 5pm on Monday 6th April there will be no visiting to patient's being cared for at Wirral Hospice St Johns.

Visiting Access may be allowed.

- If a patient is believed to be dying imminently (hours or days) visiting arrangements will be discussed with you. (If the patient goes on to improve visiting restriction will be put back in place)

Family members may be asked to attend the hospice to collect the patient's laundry on a weekly basis and this will be dropped off and collected at main reception.

We realise that the reduced access to family members who are in the hospice may be distressing and want to assure you that staff will be as attentive and supportive to their needs as they can be whilst you are not here.

If we can we will support patients to use phone and video calls from their own devices where we can, but attending to nursing and medical needs will be prioritised.

We will endeavour to update one key family member each day on the health and wellbeing of the patient.

We will be continually reviewing these decisions in line with the national need and will provide updates as soon as this happens

Thank you for helping us stay Safe and entrusting the care of your family and friends to us.

Christine Sutcliffe, Director of Clinical Services
Emma Longford, Medical Director

Monday 6th April 2020