



Wirral Hospice St John's

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Registered Charity Number: 510643

Visiting

Our intention at Wirral Hospice St John's has always been to welcome the family and friends of our inpatients whilst maintaining a safe and comforting environment for our patients.

Unfortunately the COVID-19 pandemic is resulting in us needing to restrict and manage visiting in a way that has never been needed before.

We are very aware that the restrictions outlined in this leaflet are likely mean that patients and families have to make difficult decisions and may have less time together than any of us would choose. However we believe the steps we are asking patients and families to take are the best way we can maintain some visiting at this difficult time.

The Government guidance is that compassionate visiting is allowed for End of Life visits, in its strictest sense this is the last days and hours of life.

However we are aware that for all of our patients time is precious so we have two levels of visiting restrictions that we put in place.

Each visitor poses an infection risk to patients and to staff, to help minimise this we are asking all visitors;

- Not to attend if you are feeling unwell in anyway.
- To alert the nursing team if you have recently visited and then become unwell or need to self-isolate.
- To bring as few items with you as possible – coats, bags etc., not to bring food or drink to consume during your visit.
- On entering the hospice sanitise your hands and put on a face mask supplied for the duration of your visit, even if this is outside.
- Report at reception, at each visit and on your first visit complete the track and trace forms.
- Please go to the toilet and have a drink before entering the ward to reduce the likelihood of having to leave the ward during your visit.
- To wash your hands with soap and water for 20 seconds before entering the ward.

- Go straight to the patient's bedside and only sit on the visitor chairs – not the patient chairs or bed.
- Maintain a social distance from all staff where possible.
- We ask that you do not go anywhere other than the bedside unless asked to do so by a member of staff.
- If you leave the ward use hand sanitizer as you leave the patient, on exiting the ward remove your mask, place in bin, wash your hands put on a new mask, sanitize hands.
- If you re-enter the ward please re wash your hands—there is no need to replace your mask at this time.
- On ending your visit if you have taken a chair into the room please return the chair to the corridor, clean the chair with the wipes provided. If you are unable to do this, please leave the chair at the bedside and tell the nursing team.
- Wash your hands as you leave the ward, remove your mask and sanitize your hands as you leave the hospice.

General Visiting

Each patient can identify 2 adult visitors for the duration of their admission. These names will be given to the receptionists.

Children under 18 are not allowed to visit without prior arrangement with staff.

Each day a patient may have one 1½ hr visit from 1 of these visitors or both if they are from the same household or social bubble.

There will be two visiting time slots, either 10.30 - 12.00 or 13.30 - 15.00.

The nursing team will tell you which visiting slot is available for you – reducing the number of visitors at one time will help us to maintain social distancing in the Inpatient Unit.

Enhanced visiting

If the staff feel that the person you are visiting is deteriorating rapidly and likely to die within days, or the patient has other identified needs the ward team will speak to you about enhanced visiting access.

This will mean that more than the two nominated visitors may visit. However this will usually be limited to two visitors at the bedside at any one time.

If a patient's condition improves again visiting may be taken back to general visiting levels.

Visitors from abroad

If family members are returning from abroad please discuss this with the staff so that appropriate arrangements can be agreed.

Pets

Pets are still welcome to visit with nominated visitors in negotiation with staff.

VISITING MAY BE RESTRICTED FURTHER IF LOCAL INFECTION RATES RISE

If you have any questions or queries about visiting arrangements, please contact:

Director of Clinical Services

Email: christines@wirralhospice.org

Phone: 0151 334 2778