



## **Information for Visitors, 14 September 2020**

When someone is here in the Inpatient unit the presence of family and friends at their side is important to them - we also know it is to you too. We want to support you to keep in touch with your loved one the best we can whilst also ensuring we minimise potential harm

At present we are able to offer “**Indoor Visiting**” and “**Outdoor Visiting**” for limited numbers. The following guidance has been developed to support you to keep in touch safely.

**If you have any symptoms of Covid, or if you should be self-isolating or in quarantine due to local or international restrictions, you must not visit the hospice building or our grounds. We are really sorry that this may cause distress but it is essential we maintain the safety of everyone in the hospice.**

- All visitors must provide their name, the room they are visiting and a contact telephone number on arrival at the hospice for Test and Protect purposes. (This information will be securely stored for 21 days and then destroyed).
- We ask that where possible for you to consider shorter visits, once per day and consider keeping in regular contact via Facetime or similar- we have a dedicated iPad to support this.
- Please bring essential items only when you visit, and consider leaving belongings in your car where feasible.
- Please travel directly to and from the hospice rather than coming to / from a household other than your own, or other public areas

## **Indoor Visiting**

Our team will ask for **two named visitor(s) per day** to be identified that can visit in the hospice building. In order to comply with Scottish Government requirements, the two people should be from the same household.

Please ensure that anyone accompanying the two visitors are aware that they will not be permitted to enter the building to wait for you.

Every time you visit:

- please contact the ward areas via the intercom at the main entrance
- please wait to see a member of staff **each time** you visit
- please use the hand sanitiser before you enter and when you leave and wash your hands frequently
- you will be asked questions each time you visit related to Covid-19
- you will be asked to wear a face covering at all times - if you forget, don't worry - we will have a small supply of masks for visitor use.
  - secure the mask over your mouth and nose and do not touch your mask
  - do not remove your face covering or mask at any time when in the ward area unless it has become damaged and requires to be replaced
- you **MUST** follow physical distancing of 2 metres ensuring that our staff have safe space to carry out care. This means you may be asked to kindly leave the room whilst care is being provided
- please wash your hands thoroughly for 20 seconds every time you enter or leave the patient's room or if you accidentally touch your mask.
- please dispose of your mask in the bin at the ward doors when you exit and use the alcohol hand rub provided.
- If you cough or sneeze, make sure you follow good hygiene practice - cough or sneeze into the crook of your elbow or a disposable tissue then dispose of the tissue and wash your hands
- sometimes you will want to hold hands to provide reassurance and comfort - remember the vital importance of washing your hands afterwards for 20 seconds

## **Outdoor Visiting**

Each patient can have four outdoor visitors each day, outside in either courtyard or over by the cedar tree where additional seating has been placed. To comply with Scottish Government requirements, the visitors should be from the same household.

We are sorry but as an “outside visitor” you will not be able to wait in reception or access any part of the hospice building, including the toilet facilities. Visits should therefore be kept reasonably short to ensure your comfort.

### **Visiting with Children**

Children under 12 can visit indoors only if visiting a parent or guardian.

Children can visit any family or friends outdoors.

All children over the age of 5 years must wear a face covering so please bring one with you.

You are required to supervise children at all times to ensure their safety and minimise the contact they have with any surfaces.