

# Information for Visitors

**It is important in the current and fast-changing coronavirus situation that we take all reasonable steps to protect the wellbeing of those using our services, their loved ones and our staff. In order to do this we have had to make changes to the number of visitors who visit the Hospice and the precautions we take when they do. Please note this policy may change during your loved one's stay however, we will ensure any changes are communicated to you.**

## **When can I visit my loved one at Overgate Hospice?**

As you know, we are all practising social distancing to keep you, us and everyone safe. This means that we have had to limit the number of visitors to the Hospice. Our focus remains patient-centred and all decisions about who can visit will be made by the patient.

We know that for many, these new restrictions may be incredibly difficult however it is vitally important that we take this action to ensure the safety of your loved one, our staff and other patients.

Unfortunately, if you have a high temperature, a persistent cough, or a change in your sense of smell or taste, you cannot visit the Hospice.

Please note that all visitors must now wear Personal Protective Equipment (PPE) whilst visiting the Hospice. We understand this may be uncomfortable for many however it is vital that you take the necessary precautions to protect yourself, your loved one and other people in the Hospice. PPE will be given to you on arrival at reception. Please note that our stocks of PPE are limited so we ask that you keep the same mask on for duration of each visit to the Hospice. In order to ensure sufficient levels of PPE for all staff and visitors, if you leave the building to smoke, unfortunately you will not be able to re-enter the building that day.

The rules around visiting your loved one will vary depending on their situation. We have identified three groups that our patients may fit in and identified the visiting policies for each group below.

If your loved one is being cared for at the Hospice but NOT in the last hours/days of life:

- Each patient can have 2 visitors each day but only 1 at a time.
- Each visitor can spend 2 hours with the patient.
- Because we are increasing safety by providing PPE, the two visitors can change from one day to the next.
- By appointment, you MAY be able to visit your loved one in our garden with up to 4 other people at the same time (a total of 6 people including the patient). This would be a time-limited visit.

If your loved one is receiving hospice care in the last hours/days of life:

- Each patient can have 2 visitors each day who can be both be at the bedside at the same time.
- Because we are increasing safety by providing PPE the 2 visitors can change/vary from one day to the next.
- When we think the patient has hours, or just a few days left to live, each visitor can stay longer but cannot come back in once they leave.
- If it is the patient's wish and they are well enough, we MAY be able to move their bed into the garden to allow a visit by up to 5 people at the same time. This would be a time-limited visit and by appointment only.

If your loved one has a suspected or confirmed Covid-19 infection:

- Each patient can have 2 visitors each day but only 1 at a time.
- the duration of the visit will be determined by how long your loved one is expected to live. Each visit will be up to 2 hours unless we think there are just hours/a few days left.
- **Anyone visiting someone with a suspected or confirmed Covid-19 infection does so at their own risk. You and your household must self-isolate whilst you continue to visit the Hospice and for 14 days after your last visit.**
- **Unfortunately garden visits cannot be arranged in these circumstances.**

**Please remember! You must put on PPE before entering your loved one's room and your mask must stay on until after you leave the room.**

# PPE & YOU

## When you arrive at the Hospice:

Before you enter your loved one's room you must **wash your hands** before putting on the following PPE in this order:



**1. Apron**



**2. Gloves**



**3. Mask**



**4. Goggles**

(only if your loved one is coughing or sneezing)

## If you go to the toilet:

- Keep your mask & goggles (if wearing) on.
- Before leaving your loved one's room, remove your apron by pulling it forward to rip the neck and waist ties and put it straight in the bin
- Remove your gloves and put them straight in the bin
- Wash your hands
- Leave the room and use the toilet in the reception area
- BEFORE re-entering your loved one's room, put on fresh gloves and apron
- If your relative has a Covid-19 infection, the staff will direct you to a different toilet

## Before you go home:

- Keep your mask on until you have left the room
- Immediately before leaving your loved one's room, pull your apron forward to rip the neck and waist ties and put it straight in the bin
- Remove your gloves and put them straight in the bin
- Wash your hands
- Leave the room (if your loved one has suspected or confirmed Covid-19 infection, please leave through the patio doors)
- Take your mask off in reception by releasing the ties/straps from behind and place it in the bin provided

# How you can help to prevent the spread of coronavirus

If you need to cough or sneeze:



**Catch it**  
with a tissue



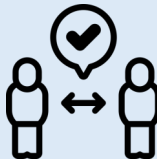
**Bin it**



**Kill it**  
by washing your  
hands with soap &  
water or hand  
sanitiser



**Avoid touching  
your face**



**Maintain social  
distancing**



**Self-isolate for  
14 days**

after you last visit a  
patient with suspected  
or confirmed covid-19

**We appreciate your cooperation during this incredibly difficult time. If you have any worries or concerns please speak to the Nurse in Charge at any time or call 01422 379151.**