

## Visiting Restrictions during COVID-19

We are very pleased to be able to visitors to our hospital. The health, safety and wellbeing of our patients, communities and individuals and teams remain our absolute priority. With that in mind, please bear with us while we reintroduce visiting as we will be taking a staggered approach.

We understand many of you will be eager to visit, but we need to ensure this is done safely, ensuring social distancing and other government advice is followed.

We appreciate how hard it has been to keep in touch with loved ones who are in hospital with these restrictions in place. We'd like to thank you for your support and understanding during this difficult time.

### Visits are:

- Limited to **one nominated** close family contact or somebody important to the patient
- Up to **one-hour** duration only

(Except in exceptional circumstances as outlined on the final page of this leaflet.)

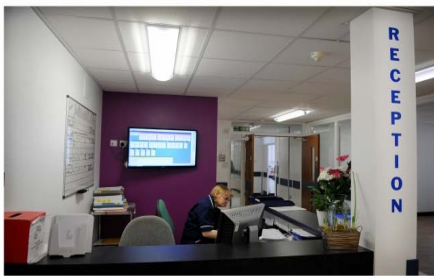
### How do I arrange a visit?

- Contact the ward to discuss appropriate arrangements
- You should contact by **12pm** to arrange visits for the **following day**
- **Please take a Lateral Flow test** before attending, and only attend for your visit if that is negative.
- You will be asked some questions when you get in touch to decide if a visit can go ahead

### You will not be able to arrange a visit if you have any COVID-19 symptoms.

The ward staff will also let you know what to expect when coming to our wards, how social distancing will work and what personal protective equipment (PPE) such as masks and gloves will be required.

It may be that the ward has to restrict or postpone your visit if there are too many visitors to allow for social distancing and safety of all. We apologise in advance if this occurs.









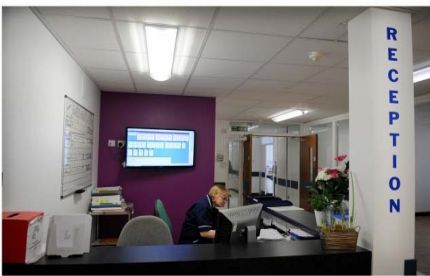
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### Visiting our adult inpatient settings during the COVID-19 pandemic

To ensure that we can maintain our levels of safety for everyone, it is important for everyone to follow the expert national guidance on social distancing and self-isolation, staying at home wherever possible to help limit the spread of COVID-19 and protect the most vulnerable people in our communities and our NHS.






If you have any of the following symptoms you **should not visit**, even if these symptoms are mild or intermittent, due to the risk they pose to others:

	Do you have <b>new</b> symptoms of a cough?
	Do you have a high fever or a temperature?
	Do you have a change or loss of taste or smell?
	Do you have <b>new</b> symptoms of shortness of breath?
	Have you been in contact with anyone who has either a cough or fever in the 14 days prior to your appointment?
	Have you been in contact with anyone confirmed to be Coronavirus positive?

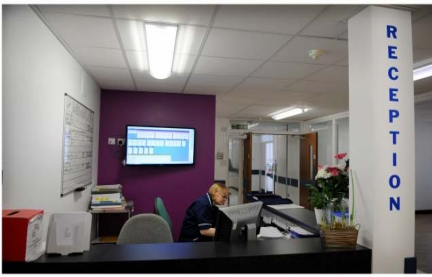


## Visiting Restrictions during COVID-19

### What to expect when you visit our hospitals:

	<p>You must always wear a mask coming into the hospital building. These are supplied at the hospital entrances. If arriving on public transport you will be required to wear your own mask to travel.</p>
	<p>Do not arrive too early for your visit and leave the ward as soon as your visit has finished. You should not visit any other part of the hospital. Each visit will last one hour maximum.</p>
	<p>Clean your hands using the disinfectant hand sanitiser provided or soap and water where available:</p> <ul style="list-style-type: none"> <li>• on arrival to the hospital on entering the ward/department</li> <li>• when putting on or taking off any personal protective equipment (PPE) or face coverings</li> <li>• on leaving the patient's bed space</li> <li>• on leaving the ward or department</li> <li>• on leaving the hospital building</li> <li>• as soon as you get home</li> </ul>
	<p>The Trust follows government <b>two metre social distancing</b> guidance wherever possible in the hospital. You are asked to adhere to this during your visit, including all communal areas and lifts. You will witness that this is not possible for staff when caring for patients.</p>
	<p>You will not be required to self-isolate following your visit, as your risk from virus transmission will have been minimised by following the visiting guidance.</p>
	<p>You should then follow the signs to leave the department. Please stay to the left of all corridors as marked on the floor. Please do not visit any other part of the hospital. You should dispose of your mask at the bin by the exit of the hospital.</p>

If at any point following your visit you display symptoms of COVID-19 you should follow the [NHS guidance about self- isolating](#).



## Visiting Restrictions during COVID-19

### Exceptional circumstances

Please discuss with a member of staff about how we can facilitate visiting more flexibly in the following circumstances:

- Carers for patients who require assistance e.g. supporting someone with a mental health condition, dementia, delirium, a learning disability or autism, where not being present would cause the patient to be distressed.
- Immediate family members/partners of those at end of life.
- You may be required to wear additional PPE. Please follow all instructions given by our staff carefully, they will guide you to remove and dispose of all the personal protective equipment appropriately.
- Visiting may be temporarily suspended if there is a shortage of required PPE.

### Supporting Relatives Services

We have set up a range of services to support relatives to maintain contact during the suspension of visiting to the hospital. These services will continue to be provided. They include: a pick up/ drop off service, Virtual Visiting [anhsft.virtualvisiting@nhs.net](mailto:anhsft.virtualvisiting@nhs.net), Care Parcel and a 'Sending Hugs' service to deliver get well wishes. Please email [anhsft.patientadvice@nhs.net](mailto:anhsft.patientadvice@nhs.net)

**If you have any questions or would like further advice, please contact the department on your appointment letter.**

If you are deaf or have a hearing or speech impairment, the Text Relay Service can be used to contact us. Dial 18001 followed by the contact number on your letter.

If you require this leaflet in other languages or formats please telephone the patient advice and liaison service (PALS) on 01535 294019