



VISITOR INFORMATION: UPDATED GUIDANCE (issued 27/07/2020)

Dear Visitor

We continue to take all necessary precautions to protect our patients and staff during the coronavirus (COVID-19) outbreak. At this time, it is vital that we all do everything we can to prevent the spread of infection. We do appreciate that this can be very difficult but we do want to ensure we are protecting our patients, their families and friends, and our staff as best we can.

Thank you so much for your patience and understanding.

Mike Wilkerson, Chief Executive mike.wilkerson@saintcatherines.org.uk



Planning your visit

- We will allow **TWO visitors** for a patient at any one time
- Please let us know the likely total number of visitors who may wish to visit, allowing only two at any one time as agreed. You do not have to have nominated visitors, this is simply to help us understand how many people may want to visit.
- If more than two visitors arrive at one time, we would ask other visitors to wait outside the building. Visitors can then coordinate swapping over to ensure only two visitors are present with the patient at any one time (i.e. one must leave before another can enter).
- We are asking families and carers to coordinate their visiting times in accordance with the arrangements we have set out above. However, we do recognise this is not always possible and so in these circumstances please telephone the hospice on (01723) 351421 before travelling to visit. This is to ensure you do not have to wait before you can visit your loved one. If you do not ring before your visit, you may have to wait outside until we are able to facilitate your visit.
- If possible, please could we ask families and carers to visit between the hours of **9am and 9pm**, as this will help our staff manage the number of visitors and care of patients at all times.
- On your **first visit** to Saint Catherine's, please could we ask you to come between **10am and 5pm** if possible, so we can talk you through our arrangements with regard to the use of personal protective equipment (PPE).
- When you arrive at the hospice and come to our In-patient Unit entrance, can we ask you to queue according to the two metre social distance required if there is another person in the outer entrance area, and we will get you in as quickly as possible.

Any exceptions to these arrangements must be agreed by a senior member of the nursing team – this would be the In-patient Unit Team Leader, Deputy Team Leader or the Clinical Services Director. No other individual is authorised to make this decision.

PLEASE NOTE: These arrangements are subject to change at short notice. Please refer to our website www.saintcatherines.org.uk for the most up to date guidance on visiting. Thank you.