

VISITOR INFORMATION: UPDATED GUIDANCE (issued 6/1/2021)

Dear visitor

We continue to take all necessary precautions to protect our patients and staff during the coronavirus (COVID-19) outbreak. In line with government guidance we are required to develop a COVID-secure environment 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

To help you plan your visit:

We ask you to recognise that at any time we may have either confirmed COVID-positive patients or suspected COVID-positive patients in IPU. As this can change quickly during the day this obviously affects our management of the unit.

Unfortunately, this may well have a knock-on effect on visiting and as a direct consequence, what we require from you, as you visit your loved ones. Changes that affect your visiting could happen at short notice, this may result in a different set of rules being in place from one visit to the next, however we have done all we can to minimise this.

For the foreseeable future Saint Catherine's will operate at one of the three alert levels:

- Amber
 - Red
 - Black
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- On your first visit to Saint Catherine's, we ask that you 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, please adhere to the two-metre social distance rule if there is another person in the outer entrance area. We will ensure you can safely enter the hospice as soon as possible.
 - We need your help to make this run smoothly and keep everyone safe. Overleaf we have summarised the key information for each stage, of each alert level in a table.
 - It starts with what you will need to do before you leave home to visit your loved one, and concludes with the procedure for leaving the hospice site.

Any exceptions to the arrangement laid out in the table 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 exceptions.

We politely request that other staff members are not pressurised to bend or extend these rules as this could adversely affect Saint Catherine's endeavours to ensure a COVID-secure environment.

Thank you for your understanding.



Before you leave home				
Please call (01723) 351421, press 9, listen to the message and follow the instructions provided. Alternatively, go to www.saintcatherines.org.uk to determine which alert level is in place.				
At all alert levels below, IPU will be operating under COVID-secure practices and the following will apply:				
<ul style="list-style-type: none"> • Visiting time will be restricted to 09:00-20:00. • Duration of visiting will be a maximum of four hours. • Only two visitors will be allowed at any one time. • If two visitors are already in with the patient you will not be allowed in until they have left. 				
Alert level	What to expect when you arrive	When you arrive and before being allowed in	During your visit	On leaving
Amber	<ul style="list-style-type: none"> • You will need to go through a number of self-certified checks. • You will be asked to provide certain Track and Trace information. • Staff will be wearing masks, aprons and gloves. 	Ensure you: <ul style="list-style-type: none"> • Confirm you don't have any COVID symptoms. • Wash/gel your hands. • Check your temperature. • Put on a mask, apron and gloves. 	<ul style="list-style-type: none"> • You will be expected to follow instructions from staff. • Wear your mask, apron and gloves at all times. • Only two visitors at any one time. 	<ul style="list-style-type: none"> • Take off your mask, apron and gloves and dispose of these in the yellow bins.
Red	<ul style="list-style-type: none"> • You will need to go through a number of self-certified checks. • You will be asked to provide certain Track and Trace information. • Staff will be wearing special masks, aprons and gloves. 	Ensure you: <ul style="list-style-type: none"> • Confirm you don't have any COVID symptoms. • Wash/gel your hands. • Check your temperature. • Put on a mask, apron and a pair of glasses and gloves. 	<ul style="list-style-type: none"> • You will be expected to follow instructions from staff. • Wear your mask, apron glasses and gloves at all times. • Only two named visitors allowed. 	<ul style="list-style-type: none"> • Take off your mask, apron and gloves dispose of these in the yellow bins. • Remove and wipe the glasses with the wipes provided and keep the glasses for subsequent visits.
Black	<p>As RED above with the additional restriction:</p> <p>Only two pre-agreed named visitors will be allowed to visit. If you are not one of the pre-agreed named visitors you will not be allowed in. A booking system will be in place – all visits must be pre-booked.</p>	Ensure you: <ul style="list-style-type: none"> • Confirm you don't have any COVID symptoms. • Wash/gel your hands. • Check your temperature. • Put on a mask, an apron and a pair of glasses and gloves. 	<ul style="list-style-type: none"> • You will be expected to follow instructions from staff. • Wear your mask, apron, glasses and gloves at all times. • Visiting will be restricted to the patient's pre-agreed visitors. 	<ul style="list-style-type: none"> • Take off your mask, apron and gloves and dispose of these in the yellow bins. • Remove and wipe the glasses with the wipes provided and keep the glasses for subsequent visits.