

## VISITOR INFORMATION: UPDATED GUIDANCE (issued 05/07/2021)

### Dear visitor

At Saint Catherine's we continue to take all necessary precautions to protect our patients and staff during the COVID-19 pandemic. In line with Government guidance we are required to ensure a COVID-secure environment to prevent the spread of infection. This is especially important when facing new, more transmissible variants.

As visitors you also have a significant part to play in keeping the environment within Saint Catherine's safe for everyone.



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](mailto:mike.wilkerson@saintcatherines.org.uk)

To help you plan your visit:

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

- Amber
  - Red
  - Black
- 
- Visiting is currently available seven days a week. The last entry time is 5.30pm Monday to Friday and 3.30pm Saturday and Sunday. We kindly ask all visitors to conclude their visits by 8pm.
  - Please be aware that visiting arrangements and rules can change at short notice.
  - When you arrive at the hospice, please come to our In-Patient Unit entrance, which is signposted from the entrance to the hospice.
  - For the foreseeable future, all visitors will be required to go through screening checks before entering the building. PPE must be worn at all times as instructed. You will also be taken through the registration process for an electronic visitor card.
  - After receiving your card, you will need to click on the entry screen to confirm that your temperature is below 38C and that you have had a negative lateral flow test (LFT) within the last 24 hours before entering Saint Catherine's.
  - Tests can be ordered free of charge online at [www.gov.uk/order-coronavirus-rapid-lateral-flow-tests](http://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests) or picked up for free from pharmacies. If you have difficulty getting a test, please let us know and we will be happy to help. Results take around 30 minutes.
  - **PLEASE NOTE: We strongly advise that you take a test before visiting in order to keep everyone safe. It is an extremely important factor in us being able to allow visiting to continue during this time. We can only achieve this with everyone's support. Thank you for your cooperation.**
  - **Overleaf** we have summarised the key information. 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 (including visiting during the last hours of life) must be agreed by the staff member in charge of the in-patient unit at that time. 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, and help during this challenging time.

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](http://www.saintcatherines.org.uk) to determine which alert level is in place.

Last arrival by 5.30pm Mon-Fri and by 3.30pm Sat-Sun. All visits must be concluded by 8pm.

Duration of visiting will be a maximum of four hours. At the alert level below, IPU will be operating under COVID-secure practices and the following will apply.

COVID testing – we strongly advise that all visitors take a lateral flow test within the 24 hours prior to visiting Saint Catherine’s. Tests can be ordered free of charge online at [www.gov.uk/order-coronavirus-rapid-lateral-flow-tests](http://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests) or picked up for free from pharmacies. If you have difficulty getting a test, please let us know and we will be happy to help.

Alert level	What to expect when you arrive	When you arrive and before being allowed in	During your visit	On leaving
<b>Amber</b>	<ul style="list-style-type: none"><li>You will need to go through a number of self-certified checks.</li><li>You will be asked to provide certain Track and Trace information.</li><li>Staff will be wearing masks, aprons and gloves.</li></ul>	<ul style="list-style-type: none"><li>Confirm you don't have any COVID symptoms.</li><li>Confirm you have had a negative COVID test result in the last 24 hours.</li><li>Wash/gel your hands.</li><li>Check your temperature.</li><li>Put on a mask, apron and gloves.</li></ul>	<ul style="list-style-type: none"><li>You will be expected to follow instructions from staff.</li><li>Wear your mask, apron and gloves at all times.</li><li><b>Only two visitors at any one time.</b></li></ul>	<ul style="list-style-type: none"><li>Take off your mask, apron and gloves and dispose of these in the yellow bins.</li></ul>

