

## VISITOR INFORMATION: UPDATED GUIDANCE (issued 16/12/2021)

### Dear visitor

We continue to take all necessary precautions to protect our patients and staff during the COVID-19 outbreak. In line with Government guidance we are required to develop a COVID-secure environment to prevent the spread of infection. This is especially important as we seek to maintain the downward trend against new, more transmissible variants.



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

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#### To help you plan your visit:

We ask you to continue to recognise that at any time we may have either confirmed COVID-positive patients or suspected COVID-positive patients in IPU. As we are all aware the new variants of COVID-19 are significantly more transmissible. This in turn means we have to quickly respond to what can be rapidly changing situations 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. Please be assured that we will have done all we can to minimise this, and that any changes made are made to ensure the safe and effective management of the unit and to comply with Government guidance.

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

- Amber
  - Red
  - Black
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- 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.
  - When you arrive at the hospice, please come to our In-Patient Unit entrance, which is signposted from the entrance to the hospice.
  - 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 will talk you through our arrangements with regard to:
    - Personal Protective Equipment (PPE).
    - Other relevant control measures whilst you are in the building.
  - We need your help to make this run smoothly and keep everyone safe. **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.

Please note:

All visitors must undertake a lateral flow test before they visit the hospice.

These are available for free from the government or we can provide kits for use in your car or request.

Alert level	What to expect when you arrive	When you arrive and before being allowed in	During your visit	On leaving
<b>Red</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>	Ensure you: <ul style="list-style-type: none"><li>Confirm you don't have any COVID symptoms.</li><li>Provide a negative lateral flow test.</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>Only two visitors per room at any one time.</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>