



## **VISITING POLICY**

As we learn to live safely with COVID-19, there are actions we can all take to help reduce the risk of catching COVID-19 and passing it on to others. These actions will also help to reduce the spread of other respiratory infections. COVID-19 and other respiratory infections such as flu can spread easily and cause serious illness in some people.

Vaccinations are very effective at preventing serious illness from COVID-19, however even if you are vaccinated there is a chance you might catch COVID-19 or another respiratory infection and pass it on to other people.

The health, safety and wellbeing of our patients, their families and our staff remain our absolute priority and like all health organisations we have been impacted by COVID -19, affecting both patients and staff within Rowans Hospice.

If you have symptoms of a respiratory infection, such as COVID-19, and you have a high temperature or do not feel well enough to go to work or carry out normal activities, try to stay at home and avoid contact with other people, until you no longer have a high temperature (if you had one) or until you no longer feel unwell.

It is particularly important to avoid close contact with anyone who you know is at higher risk of becoming seriously unwell if they are infected with COVID-19 and other respiratory infections, especially those whose immune system means that they are at higher risk of serious illness, despite vaccination.

If you have tested positive for COVID-19, you are advised not ~~will not be able~~ to visit Rowans Hospice in any circumstances.

All visitors will be required to sign in at the Rowans Hospice reception. Frequent hand washing is encouraged before and during your visit and water-free sanitisers are available too.

We continue to enable unrestricted visiting to patients, recognising the importance of maintaining connections with close family and friends. However, we can only continue to support visiting if everyone plays their part in keeping each other safe by following this guidance.

Many patients cared for by Rowans Hospice are categorised as being extremely vulnerable due to their condition and medical treatments, which has compromised their

immunity and are therefore at greater risk from COVID-19 infection. Our intention therefore is to do everything we can to protect those who are most vulnerable.

Staff and volunteers caring for patients will lateral flow test if they have any symptoms of COVID-19. Furthermore, if they test positive for COVID-19 they will refrain from work and follow national guidance. Risk assessment will also be considered and for the most vulnerable patients, we will do all we can, not to expose them to anyone who may have been recently exposed to COVID-19.

Patients with symptoms of COVID-19 will be tested to support their medical assessment and treatment plan. We will also record their vaccination status and level of vulnerability to ensure we do all we can to protect them.

We politely therefore ask that all visitors adhere to this policy and follow the guidance below:

**If you have received a positive COVID-19 test please refrain from visiting Rowans Hospice. Telephone the nursing team to discuss your situation and to organise virtual communication.**

**Patients will be assisted to communicate by phone or video link if necessary; if they have their own device and need no assistance our Wi-Fi is made available, free of charge**

- Each patient can have unrestricted visitors but request confined areas e.g. in-patient bedrooms are not overcrowded.
- Once 'signed in', and having washed hands, visitors will be shown to the entrance of the In-Patient Unit and then shown to the patient's en-suite room, unless directed by clinical staff to a waiting area whilst care and treatment is provided.
- The coffee shop is open during the day and there are no restrictions in this area.
- A display cabinet of food and beverages is also available outside the coffee shop with an honesty box and card payment machine when the coffee shop is closed.
- "Virtual" visiting will also be encouraged to prevent overcrowding as needed; electronic devices and support will be provided.
- A public toilet, where hands can be washed prior to your visit, can be found to the left of the reception area.

### **Dos and Don'ts in Summary**

#### **Do**

- If you have received a positive COVID-19 test please refrain from visiting Rowans Hospice. Telephone the nursing team to discuss your situation and to organise virtual communication.
- Purchase refreshments from the coffee shop and access the fridge and hatch in the reception area for food and refreshments when the shop is closed; use the honesty box/card machine for payment.
- Ask us to help you and other close family and friends to access virtual communications outside your visit to avoid overcrowding in patient's room.

## **Don't**

- Visit if you have symptoms of COVID-19 or have tested positive to COVID-19.

Telephone contact details for Palliative Care Support Hub:

E: [rowans.clinical@nhs.net](mailto:rowans.clinical@nhs.net)

T: 02392 250001, option 1