

**New guidance with effect from Saturday  
September 19<sup>th</sup> 2020**



Dear Visitor,

You will be aware that hospitals, hospices and care homes have stopped or reduced all visiting. We are allowing limited visiting because we know this is beneficial to patients and families. However we must protect our staff, who nurse very vulnerable patients.

Therefore all visitors **must follow these procedures, which cannot be altered:**

- Do not visit if you have a temperature, a new cough or changes to your taste or smell;
- Visiting hours are between **2pm and 4pm only**;
- Patients can have a **maximum of two visitors from the same household per patient per day** (excluding the patient's children, under the age of 18). **If the patient you are visiting has had two visitors, you will not be allowed to visit;**
- If you are contacted by the nurse in charge to say the patient you are visiting is in the last hours of life; four visitors are permitted;
- There will be no overnight visitors
- No refreshments are available unless the patient is in the last hours of life
- Wash your hands and put on the PPE as directed: **please keep the PPE on at all times. You will be unable to leave the ward and re-enter during a visit** – PPE is a scarce resource, bought by our own charitable funds
- Stay two metres apart from others and with the patient at all times;
- Please do not wait in the reception area or immediately outside the Hospice entrance. You will need to wait in your car or outside in a safe place.

Thank you for your help in keeping everyone as safe as possible during the coronavirus pandemic. If you have any queries please speak to the Nurse in Charge.

**Maddy Bass, Director of Nursing and Quality**