



Arthur Rank Hospice Charity

making every moment count

23 December 2020

Dear visitor,

Visiting arrangements on Arthur Rank Hospice Charity In-Patient Unit in current Covid pandemic.

We are sorry that you are going through this difficult time and our aim is to provide the highest level of care and support for your loved one and your family.

You will understand that we had had to make significant changes to the way we work and provide care to try and ensure that we keep everyone (patients, families and our colleagues) as safe and well as possible. All our actions are to support the national effort to limit the spread of coronavirus in order that the health and care sector can continue to provide care for those who need us.

In the light of the current situation of rapid spread of the virus, we wanted to explain our current visiting guidance:

1. If you have any Covid symptoms (persistent cough, high temperature, loss of taste or smell) you must not visit.
2. You must wear a mask whilst in the building.
3. You must adhere to strict handwashing when entering the building, your loved one's room, upon leaving and when you get home.
4. We are limiting visitor numbers to a maximum of four visitors per patient and ask that you consider carefully who these visitors should be. Wherever possible, we ask that you keep to the same four people and ask other people not to visit but to keep in touch through you or by using the Facebook portals or Ipads that can be made available for patients. Minimising the number of different people entering the unit is an important element of our infection prevention control and we respectfully ask for your consideration of this in making visiting arrangements. If you need to discuss this or any of the aspects of this letter, please ask to speak to the nurse in charge on the unit.
5. Visitors may be asked to step out of the room when our staff members enter, in order to maintain social distancing requirements. We have put two plastic chairs (which can be easily wiped down) outside each room for this purpose.
6. Communal areas on the unit are no longer in use – this includes the lounge and ward kitchen areas. If you are asked to step outside the room, please stay in the area just outside the room.

7. You are welcome to enjoy a meal or refreshments in our Bistro. The building is Covid secure. Please ensure that you log in using the app or provide contact details to our Bistro colleagues. Please wash your hands before entering the Bistro and wear a face covering except when eating or drinking. Please keep two metres apart from others whilst in the Bistro.
8. We recognise that human touch is so important so, if you do touch your loved one, then please wash your hands before and as soon as possible afterwards.
9. Staff will be wearing Personal Protective Equipment (PPE) to ensure that they can keep the patients, visitors, and themselves as safe as possible.

This is very broad guidance and we do want to be as flexible and inclusive as possible, whilst keeping everyone safe. If you have requirements beyond what is listed above (e.g. more visitors or mask exemption), then please speak to the nurse in charge and we will try to accommodate your needs if at all possible.

Thank you for your understanding and if you wish to discuss any of the contents of this letter please ring 01223 675 900 between 9am – 5pm Monday to Friday.

Yours sincerely,

Sharon Allen

Chief Executive