Arthur Rank Hospice Charity

31 January 2022

Dear family member,

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.

Whilst we are not restricting visitor numbers per day, we respectfully request that there are no more than two visitors at the patient's bedside at any one time. Please organise visiting between yourselves to accommodate this. If the government guidelines change or the Covid status of the unit changes, we may have to re-introduce restrictions to visitor numbers, we will inform you if this is the case.

In the light of the latest news, we wanted to explain our current visiting guidance:

Daily Testing

Visitors are required to take a **daily** lateral flow test in line with the Governments rules. Testing before you visit the Hospice provides greater protection for us all. It minimises the risk of people coming into the building who may be unknowingly spreading the virus. You will need to register your test (please see below) and result and we will ask you to show your most recent test result when you arrive on the unit.

Face Coverings

England's Chief Nurse has reminded the public that everyone accessing or visiting healthcare settings **must** continue to wear a face covering and follow social distancing rules.

Public Health England's infection prevention control guidelines are set to remain in place for all staff and visitors, including in this Hospice.

Social Distancing

Staff, patients and visitors are expected to continue to follow social distancing rules when visiting any care setting as well as using face coverings, mask and other personal protection equipment.

Symptoms of COVID-19 or feeling unwell

Please do not visit if you have any symptoms of Covid 19 or are feeling generally unwell, or if you have been asked to self-isolate by NHS Test and Trace.

Washing hands

Please wash your hands thoroughly before entering the IPU and on leaving and regularly in between.

Communal Areas

We ask all visitors using the communal areas minimally and to observe social spacing and when using the kitchen one family is permitted at a time. Please wash your hands before and after using any items and use the wipes provided to wipe down any areas that have been touched once you have finished using this space.

Registering Lateral Flow Results

To register the Lateral Flow test result please follow the link www.gov.uk/report-covid19-result and when prompted please select the following answers to the questions:

Who are you reporting a result for?

- Myself

Where in the UK do you live?

- England

Did you take this test for your job?

- No

Tell us why you took this test

- Another reason

Tell us why you took the test (continued)

- For visiting someone who gets care or support from social care services

Enter the Unique Organisation Number (UON)

Please write our UON in the box **99873184**

These are the details for the unique organisation number

Name Arthur Rank Hospice

Postcode CB22 3FB

UON 99873184

Select **Continue**

Please then follow the prompts to complete your details and the results of the test.

Getting a Lateral Flow Test

Tests can be obtained from the following link. www.gov.uk/get-coronavirus-test and some pharmacies.

Whether you are testing at home or are being tested for work or other purposes, please provide proof of a recent negative test when you visit. Testing remains one way that we can help in the battle against coronavirus, as well as washing your hands, wearing a face mask, social distancing, and adequate ventilation. These all help to protect your loved ones, staff, volunteers and other visitors to the Hospice.

What happens when I visit the IPU?

On arrival to the Inpatient Unit, a colleague will ask to see the confirmation text/email. Please talk to a member of staff if you are having problems obtaining your test kits or if you have any questions or queries.

Once again, we ask that if you or a member of your household are displaying any symptoms of coronavirus that you do not visit. Staff will happily keep you updated. iPads and Facebook portals are available for patients to use to maintain contact with their loved ones.

Thank you for your continued support with our efforts to keep loved ones connected and keeping everyone as safe as possible.

Yours sincerely

Sharon Allen, OBE

Chief Executive