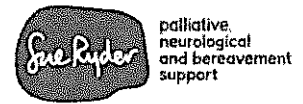


Visitors to Thorpe Hall Hospice & St Johns Hospice



In this challenging lockdown period, due to COVID-19, we have to take drastic measures to reduce the possible transmission of infection throughout our hospices in order to keep everyone as safe as possible. As part of this process we have to alter some of our normal ways of working, which includes reviewing our visiting procedures, in order to protect all our vulnerable patients and frontline staff.

All Sue Ryder Centres who are now in Tier 4 must completely close to visitors.

However an exception can be made on compassionate grounds for visiting a loved one in one of our Hospices for end of life care. On admission the MDT will decide whether the patient is to be here for end of life care or symptom management. If decided that the patient is for end of life care, this is because the MDT assess that the patient is unlikely to survive this admission and therefore visiting can be more flexible as explained further below. However, please note that this does still have the potential to change during admission – the MDT will update you if this is the case and visiting may have to be revoked.

Compassionate Grounds Visiting in last days of life:

- Next of Kin (NOK) or a nominated other must be agreed by the patient (where possible) and loved ones. This person will be the nominated visitor for the remainder of the patient's time with us in the Hospice. This person cannot be swapped to another
- NOK or nominated person is permitted to visit the patient each day for 2 hours. The visiting slot must be pre-booked with a Registered Nurse either the day before or on the morning of the visit
- Should the patient deteriorate into the last hours of life, the NOK or nominated person will have no restriction on length of visit. We will also permit one other person to visit for 2 hours that day
- We do not permit any visitors under the age of 16 years old
- Anyone who is self-isolating because they or a member of their household have symptoms of COVID-19 must not visit under any circumstances
- All visitors will be required to answer screening questions at time of booking and on arrival to the Hospice for their visit
- We ask that, without exception, all visitors adhere to the government social distancing guidance, and respect that the Sue Ryder Grounds are closed to visitors as well as the building. This means that we cannot support outside visitors to the hospice
- All visitors will be requested to wear relevant PPE. Staff will provide and support visitors with the donning and doffing of PPE

We have made this decision with a heavy heart and we recognise that being unable to visit loved ones places considerable emotional strain on family members and carers. However, given current circumstances, it is vital that we all comply with social distancing requirements, and we ask friends and families of the people we care for to respect and comply with this very difficult decision.

Our compassionate teams are doing all they can to make sure families can stay in contact as far as possible during this unprecedented time using virtual means such as by using Skype. Our staff will offer daily telephone calls to NOK or nominated others. We can also offer a patient centred email address for relatives to send letters and photos to their loved ones. Please ask staff for further details. For all patients not permitted to have visitors, the Hospice will ensure all patients washing is done on site. Patients with visitors will still be expected to have their washing done by their NOK / nominated visitor.

If you are permitted to visit, you must ensure you comply with hand hygiene regulations and any instructions given by our staff to control the spread of COVID-19. All visitors should review the guidance on the UK Government website before visiting. **This guidance will be reviewed in accordance with Government advice and our Hospices reserve the right to alter these procedures at any point.** These have been hard steps for us to take, but it is vital we do the right thing to protect our patients and frontline staff.

