

## Information for Visitors – July 2021

During the COVID pandemic Havens Hospices have been able to provide more flexible visiting arrangements than many other health and care services.

This can only work with the support and cooperation of patients, friends and families. In order to continue our approach, it is very important that the following rules are followed and please understand that individual nurses cannot make exceptions so please respect them.

Anyone abusing or threatening staff will not be allowed into the building.

### Numbers of visitors

People who are admitted to the unit are allowed six named visitors. These have to remain the same throughout the admission. The patient and their family/friends agree these at admission.

For all patients, only two visitors are allowed in the building at any one time. We do not have a waiting area so if more than two wish to visit, then the additional visitors must remain outside e.g. in their car until the other visitors have left.

### Visiting process

All visitors will undergo a Covid symptom questionnaire and temperature check. Anyone with a temperature of 37.8 or above will not be allowed entry.

We encourage visitors to undergo regular self-testing. Details can be found on the [government website](#).

When in the building, visitors must stay in the rooms with the person they are visiting, there are no communal facilities and people should not be mixing with other households.

### FAQ's

**If one of the visitors gets ill or tests positive and is unable to visit can they be swapped out for another family member or friend?**

Unfortunately not. We have to maintain a consistent approach for all families

**I have had a vaccine, do I still need to be screened with a Covid symptom questionnaire and temperature check?**

Yes, although the vaccine offers protection it is still possible to contract and spread COVID after a vaccine. That is why we all still follow the rules about social distancing, mixing and handwashing even if we and family members have been vaccinated.

**If I have had COVID, do I still need to be tested?**

We encourage all visitors to the hospice to undergo regular self-testing, even if they have previously been diagnosed with COVID.

**Can I visit at a window and not come into the building?**

No – we cannot support window visits. The site is secure and it would take staff away from caring for patients to escort visitors around the outside of the buildings.

**The patient has COVID, am I still allowed to visit?**

You will still be allowed to visit and will be provided with PPE to make it as safe as possible.

**My loved one has died, can't we all gather around the bed to pay our last respects?**

No, the rules still apply as they are for your safety and the staff's safety. Only two visitors are allowed in the room and it will still only be the six named people who would be allowed to visit.