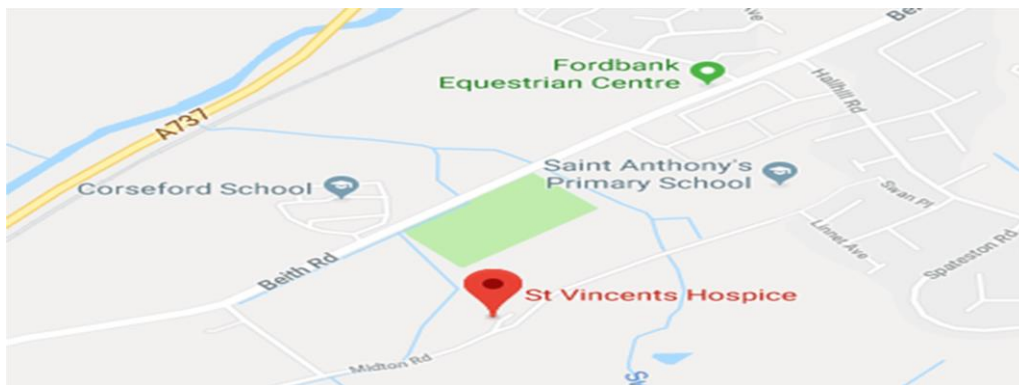




Visiting Guidelines

COVID-19 (Beyond Level 0)



Email: info@svh.co.uk
www.svh.co.uk

Registered Scottish Charity SC006888
St. Vincent's Hospice
Midton Road
Howwood
PA9 1AF
Tel: 01505 705 635

Visiting Information for You

Please read this information carefully about the visiting arrangements we have in place here at St Vincent's Hospice during the Covid-19 pandemic. These changed in August 2021.

General Information

We recognise how important being able to spend time with family and friends is, and we are delighted to now be able to welcome more visitors into the hospice. However, Covid-19 has not gone away, and therefore we ask you to follow the guidance below to help us ensure the health, safety and wellbeing of all of our patients, their families and our own team members.

- There is no longer any requirement for patients to have the same named visitors each time, however, we do still need visitors to book ahead.
- We would ask that usually no more than two or three people should visit together, but there is no longer any restriction on length of visit, other than what is comfortable for the patient.
- Overnight visitors are welcome.

Although our default position is now to have visiting flexibility, there may be specific occasions when we still need to apply restrictions. If that happens, we will communicate sensitively with everyone involved.

However, visitors still **MUST NOT** come to the hospice if they are unwell or if they have tested positive for Covid-19. If they are a close contact of a confirmed case of Covid-19, they should contact the Nurse-in Charge to discuss visiting options.

COVID 19 Testing

We ask that all visitors undertake voluntary lateral flow testing prior to their first visit, and twice weekly thereafter. The tests should ideally be done at home and a copy of the result brought to the hospice. We can facilitate testing at the hospice if required (please see the attached information sheet). Information on obtaining test kits may be obtained from the Scottish Government website.

If all visitors undertake testing it gives us the best possible chance of preventing Covid-19 coming into the hospice, where it could infect patients or impact our staffing levels. However, although recommended, testing is optional. If you are unable to, or do not wish to have a test, this is not compulsory and you should see staff for further guidance.

Organising a Visit

Please call **01505 705635** to book a visit. Visiting will normally be between the hours of 1pm and 8pm, but please discuss with the nursing team if you wish to visit outwith these times.

On arrival at the hospice, follow signs to reception and then use the In Patient Unit (IPU) Doorbell to alert a member of staff. Visitors requiring assistance for mobility reasons, should advise us at the time of booking your visit.

Please be aware that a face covering/mask must be worn at all times when within the hospice, unless exempt.

Physical distancing of 2 meters remains in place, as for all healthcare environments and respiratory hygiene is still important.

On Arrival

You will be met by a member of our clinical team at reception and directed to the visitor waiting area then:

- You will be helped to complete a screening questionnaire
- You will be asked to provide your contact details for Test and Protect, should there be a need to contact you. Your information will not be used in any other way and will be stored securely.
- If you have not already done so, you will be supported to carry out a lateral flow device test for Coronavirus, and will need to wait 30 minutes for the result of your test before you can go into the IPU for your visit.
- You will be given access to a sink for hand sanitisation and then supported to don any appropriate Personal Protective Equipment (PPE). Signage is available to demonstrate the correct procedure.
- Lockers will be provided for personal items.

During the Visit

- You may stay in the patient's room during your visit, however, if you and your loved one wish to access the hospice Lounge, Sanctuary, or outside garden and patio areas, you are welcome to do so.
- If there is a need for a member of the clinical team to undertake personal care or a clinical procedure, you may be asked to return to the Patient & Visitors Sitting Room for a short period.

Virtual Visits

We will do all we can to assist patients with keeping in touch with other family and friends by using social media or other digital solutions. We have Facebook Portal, iPads and tablets which patients can use to keep in touch throughout their stay. Please speak to a member of staff to arrange this.

Personal Items

Wipeable solid items being brought in for patients should be cleaned with the wipes available outside the patients' rooms before being taken in. There is no requirement to wipe or disinfect clothing or soft furnishings.

St Vincent's Hospice is a charitable organisation at the heart of the community offering specialist care and services to all those affected by life limiting illness

Our Vision

Our vision is to continue to provide access to the best possible care and support to everyone living with a life limiting illness, in our local community.

We are continually looking at ways to improve our service

To provide feedback please visit www.svh.co.uk and complete our online comments form, or ask a member of the team for a comments form.

Suggestions and Complaints

If you have any concerns regarding any of our services, please ask to speak with Danny Kelly, Inpatient Unit Manager. All complaints are dealt with as quickly and as efficiently as possible.

If you are unhappy with the way your complaint or suggestion has been dealt with, you can:

Telephone: Health Improvement Scotland on 0131 623 4342

Write to

Healthcare Improvement, Scotland,
Independent Healthcare Team,
Gyle Square, 1 South Gyle Crescent,
Edinburgh,
EH12 9EB

Email: hcis.clinicregulation@nhs.net