

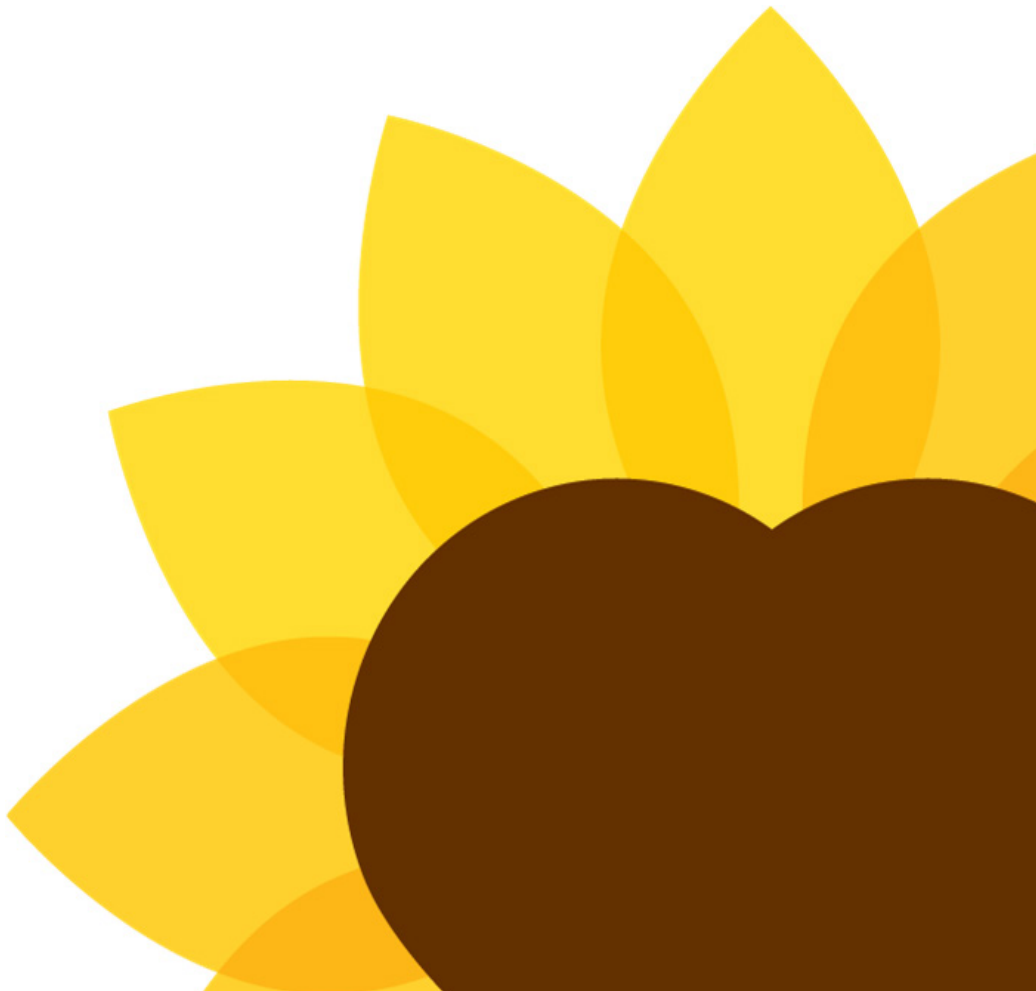


**East Cheshire  
Hospice**

Where people come to live

# Visiting the Inpatient Unit

## Covid-19 Protocols



## Visiting the IPU during Covid-19

**This document has been written to provide guidance for you as a visitor to the Hospice during the Covid-19 pandemic. Please speak to staff if you have any concerns or queries about visiting.**

*Please note: the pandemic is fast evolving and processes for visiting are subject to change at short notice.*

### **Are visitors permitted?**

In response to the recent rise of Covid-19 infection rates and the new, highly transmissible variant, the Hospice has made the very difficult decision to limit visitors to only those patients who are nearing the end of their life.

We know how difficult visiting restrictions are for families and this decision has not been made lightly. We are committed to minimising the risk of Covid-19 infection for patients, visitors and staff and we appreciate your co-operation and understanding in these unprecedented times.

### **Who can visit and when?**

For patients nearing the end of their life, two named visitors will be permitted to visit once per day. Please speak with the ward prior to your visit to let us know who is visiting and when. For those unable to visit, or in addition to visits, the ward staff can facilitate phone calls, or video calls with your loved one- please just ask.

*Despite our best efforts, no visit to a clinical environment can be completely without risk from exposure to the Covid-19 infection. Please bear this in mind when considering whether to attend. Do not visit the Hospice if you are feeling unwell.*

## What can I expect when visiting?

In line with national guidance, you must wear a face covering at all times when inside the building. When you arrive at reception, please wash your hands.



Our receptionist will then contact the nurses, who will endeavour to show you through to our ward as soon as possible. The nursing staff will ask you a brief set of questions which establishes any risk factors for Covid-19 and your temperature will be checked.

Depending on the answers provided and your temperature reading, the nurse may ask your consent to do a lateral flow test. This is a Covid-19 test which returns a result in 30 minutes.

These tests are good at detecting asymptomatic people who are unknowingly carrying high levels of virus, but they do not identify every case. Therefore, even if your test is negative, you will still be asked to practice social distancing, wear personal protective equipment (PPE) and practice good hand hygiene.



## What does a lateral flow test involve?

The test involves a swab of your nose and throat. It may be momentarily uncomfortable, but should not be painful. The nurses will guide you through the process, and once the swab is taken you may proceed to visit your loved one whilst the result is pending. We will inform you of your result after 30 minutes and provide you with your unique test identification number. If your lateral flow test is positive for Covid-19, we will ask that you leave the ward and organise a more definitive Covid-19 test through the gov.uk website. We advocate that you follow national guidance and self-isolate awaiting the results of this test.

If your result is negative, your visit proceeds as planned, but we ask that you log your result online. See section 'Reporting your Lateral flow test Results'.

## Personal Protective Equipment

The nursing staff will show you how to apply gloves and apron and if necessary, a visor and/or gown once you have answered your screening questions. This PPE helps to protect you, but also helps protect those you meet on the ward, including your loved one. You will take this off before you leave the ward, and then wash your hands and put on your own face covering before leaving the building.

## What happens during my visit?

Once you have your PPE on and if necessary, you have had your lateral flow test, you will be shown to the bedside of the person you are visiting. **Please do not leave the bedside or move around the ward during your visit.**

Should you need anything, or are ready to leave, please press the orange nurse call bell and a member of staff will come to you. You will then be shown where to remove your PPE and wash your hands and guided to the exit.

## Reporting your lateral flow test result

Regardless of whether you have received a positive or negative test, if you have had a lateral flow test done on the ward, the result will need reporting online. We would ask if possible that you self-report results so that our nursing staff can concentrate on their duties. However, if you are unable to do so, and you don't have a family member that can assist, please let us know so we can support you.

## How do I report a lateral flow test result?

Access the GOV.UK website at

**<https://www.gov.uk/report-covid19-result>**

1. Tick – 'I am at a Care home'
2. Select 'I am visiting a care home'
3. Input the organisation number [UON]: **99872269**
4. Input date of test
5. Input the id test number
6. Input your personal information
7. Input your test result

To complete reporting on your behalf, we will require the following details:

Forename and surname, date of birth, ethnicity, address and postcode, NHS number (optional) and email address.

## Is lateral flow testing compulsory?

Testing is important to help us to identify people who might be carrying coronavirus but not showing symptoms. Testing may not identify everyone that is currently infectious, but alongside wearing PPE and following other infection prevent and control measures, testing helps us to keep our organisation and your loved ones safe.

If the nurses ask that you take a lateral flow test and you do not want to, it will be necessary to discuss this further with our senior management team prior to your visit. Without testing, it may be necessary to decline entry to our clinical areas.

If there are extenuating circumstances and visiting is permitted without testing, then additional measures may be required for the safety of your loved one, other patients and staff.

*Please note we do not permit outside/window visiting.*

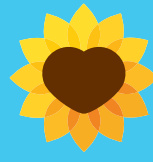
We will decide how best to manage visits based on clinical guidance on infection control and national guidance at that time – but we have a duty to change or enforce restrictions at any time if we feel our patients and staff would be at greater risk.

## How long will restricted visiting last?

We understand that when you have a loved one in a hospice, it can be a frightening and emotional time, and that in many ways the pandemic has made things much more difficult. Please be assured that in your absence the ward staff are doing everything they can to ensure patients are comfortable and content in these difficult times.

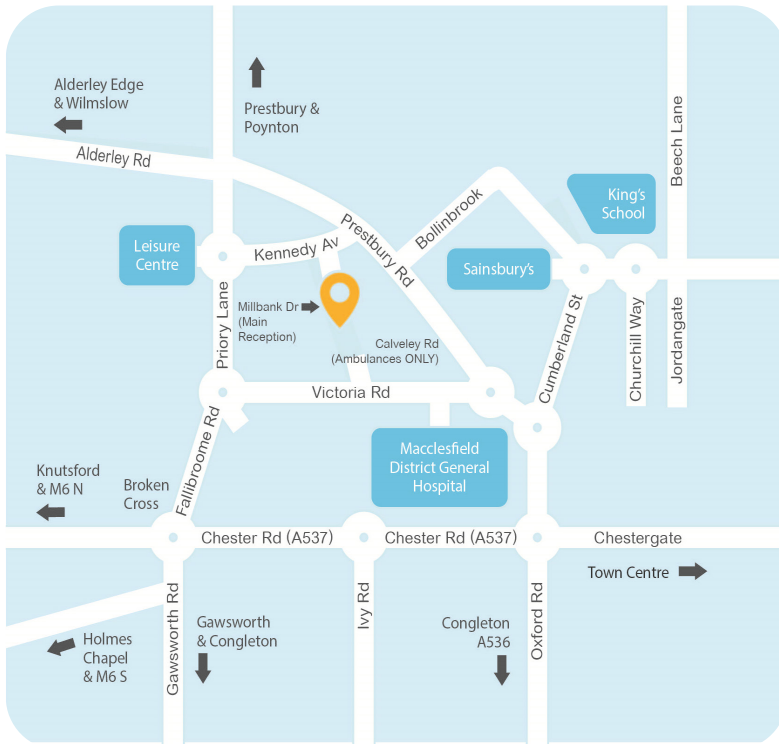
Our visiting policy will be subject to continual review, and we will ensure patients next of kin are informed of any changes as and when they occur.





**East Cheshire  
Hospice**

*Where people come to live*



**East Cheshire Hospice  
Millbank Drive  
Macclesfield  
Cheshire SK10 3DR**

**Main reception:           01625 610364  
Inpatient Unit:           01625 665683**

**[www.eastcheshirehospice.org.uk](http://www.eastcheshirehospice.org.uk)**

**IPU-31-0121**