

COVID-19 VISITOR INFORMATION

Information update following introduction of easing restrictions from 19th July 2021.

We continue to support visiting at Willow Burn but additional restrictions remain in place at this time due to Coronavirus in order to protect our patients, staff and visitors as a result of the increasing cases. It is essential that measures we put in place and advice we give is supported in order for visiting to continue safely. These measures have been implemented in order to protect our vulnerable patients and to preserve our workforce and we really appreciate your support at this time.

You must not visit the hospice if you have symptoms, are waiting for test results or have been advised to self-isolate as either a case or contact.

Up to date information on Coronavirus and testing for members of the public can be found here - <https://www.gov.uk/coronavirus>.

We will discuss on admission with each patient and family taking into account individual circumstances and will ask that you carefully consider and identify who will visit and limiting to only those who are immediately important to visit at this time. We are considering keeping you, your loved one & staff safe.

We ask that you take into account your social activity outside of the hospice in order to maintain the optimum safe environment. We also require you to complete twice weekly lateral flow tests in accordance with the current government guidance and provision.

We will ask you to wear a surgical face mask. These will be provided along with hand gel as you enter the room. Please on leaving take your face mask and dispose of it when you go home. When staff enter the room they will be wearing face coverings and may ask that you step out while providing care. Although no longer a requirement we will continue to respect social distancing for all to feel comfortable within their environment.

While the layout of our facility has allowed us some respite from the strictest of visiting restrictions as experienced in hospitals and social care we have to consider all of the guidance, our unique service and environment to determine what is achievable but safe. Therefore to clarify we are unable to facilitate a group of outdoor visitors outside a patient's room as this will encroach on the privacy and quiet of a neighbouring patient's room.

If required we can support virtual visiting and staff will be happy to arrange this with you.

Our guidance may be subject to change at any time if additional restrictions are put in place locally, regionally, nationally or adopted by the hospice in consideration of our unique service.

We are very sorry that we are having to take these measures however am sure you will appreciate the necessity to continue to keep the hospice safe for our patients and staff during these difficult times.

Parking

Parking is adjacent to the Hospice in designated spaces with Disabled Parking identified at the front. Please consider our local neighbourhood and park responsibly at busy times.

Please allow other car park users to maintain social distancing of at least 2 metres when passing to and from vehicles on foot.

Arrival

Willow Burn is a COVID-19 secure workplace. In order to protect our staff and volunteers the entrance to the Helen McArdle Wing (inpatients unit) via Reception is no longer accessible to visitors.

When Reception is manned please let the receptionist know who you are here to visit and they will inform nursing staff. Then as directed, please walk around the exterior of the building to your relative's room.

Nursing staff will unlock the patio doors for you. You may be asked to wait if staff are providing care.

Out of hours or when reception is unmanned please ring the doorbell located to the right of the door in the entrance vestibule. This will be answered by ward staff, please be patient if there is a slight delay as they may be busy providing care to patients and unable to answer immediately. Please follow instructions given by staff when they answer.

Fire

At all times please inform staff of your arrival via the doorbell at reception and let them know when you are leaving the premises.

Our fire alarms are tested weekly and staff will inform you of any tests. In the event of the alarm sounding please assemble at the fire evacuation point outside the café marked by a sign and large carved wooden owl. Please leave immediately through the patio door- we will manage the situation requesting assistance only if necessary. It is important that we are able to account for you at the assembly point. Please stand away from the building and try to maintain a safe distance from other groups.

Facilities

We request visitors do not enter the ward or other facilities via the main ward corridor at this time. Please use the nurse call button in the bedroom if you wish to speak to a member of staff and they are not to hand. They will answer as soon as they are able to do so but there may be a short delay if they are providing care. Arrangements for food and drinks for those visitors staying with a poorly patient can be made. The café is open 10-230pm Mon-Sat. We can help for those who are struggling at home without the patient with meals & takeaways. Please speak to a member of the team if you need any help with any practical arrangements. You may meet Joanne our Family support co-ordinator who can also offer practical and other support you may require.

Hand Hygiene

It is essential to maintain good levels of hand hygiene at all times. Please use the hand sanitiser available on arrival and prior to leaving the hospice. If you are invited to any individual areas such as visitors lounge please use the sanitiser provided within.

Thank you for your assistance in helping us to maintain a Covid safe environment for our patients, all visitors and staff at Willow Burn.