

COVID-19 VISITOR INFORMATION

Visiting

We support visiting at Willow Burn but additional restrictions are in place at this time due to Coronavirus in order to protect our patients, staff and visitors. It is essential that measures we put in place and advice we give is adhered to in order for visiting to be allowed to continue.

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>

If required we have technology available to facilitate virtual visiting and staff will be happy to discuss this with you.

Our guidance may be subject to change at any time if additional restrictions are put in place locally, regionally or nationally.

We request that you carefully consider who will be visiting and identify a small number of household or bubble members as key visitors and numbers are kept to the minimum. Where possible persons from different households should not visit at the same time, visits should be staggered.

Circumstances will be discussed on an individual basis with each patient and their loved ones at time of admission.

Parking

Parking is adjacent to the Hospice in designated spaces with Disabled Parking identified.

We request that you consider our local neighbourhood and park responsibly at busy times. Please be vigilant due to the increased number of construction traffic vehicles in the area at the moment.

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

During working hours please sign in and out at Reception as this is our fire register. Out of hours 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. This is marked by a sign and large carved wooden owl. Please stand away from the building and try to maintain a safe distance from other groups.

Facilities

On your first visit, nursing staff will show you the areas family and visitors can use including the lounge and refreshment area which can be accessed from the patio outside. We request visitors do not enter the ward or other facilities via the main ward corridor at this time. Visitors must not come out of bedrooms into the ward. 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.

Please maintain at least 2 metres social distance from other visitors while using the facilities and wipe down any surfaces you have contact with, with the wipes provided. Wipes must be disposed of into the bin.

Visitors are welcome to use The Willows Café during their stay.

Hand Hygiene

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