

Guidance for Visitors during the COVID-19 Pandemic Visiting Restrictions

An information guide



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Introduction

During the Coronavirus outbreak, the Northern Care Alliance has had to restrict visiting across all of our hospitals.

This is to protect our patients, those important to them, our staff and our community from the spread of coronavirus by coming into contact with people who may not have symptoms of it.

We know this is an extremely stressful time and we will do all that we can to support you, but it is very important that you read this leaflet carefully. It details everything you must do to keep yourself and others safe when visiting.

Thank you for taking the time to read and follow this guidance.

Visitors must not attend:

- **If they are COVID-19 positive.**
- **If they are isolating as a contact of someone who is COVID-19 positive.**
- **Been contacted by Test and Trace to say they are a contact of a COVID-19 positive patient and self-isolated for 10 days and have had no symptoms.**
- **If they have any symptoms of COVID-19.**
- **If they are shielding due to anticipated surgery.**
- **If any local or national lockdown restrictions are in place that would not support in patient visiting.**
- **If they are self-isolating following recent travel guidance.**

Who can visit under these exceptional circumstances?

The health, safety and wellbeing, of our patients, communities, individuals and teams across the Organisation remains our absolute priority.

The **only** exceptional circumstances where one visitor – an immediate family member or carer – will be permitted to visit are listed below:

- The patient you wish to visit is receiving end-of-life care.
- You are the birthing partner accompanying a woman in labour.
- You are a parent or appropriate adult visiting your child.
- You are supporting someone with a mental health issue such as dementia, a learning disability or autism, where not being present would cause the patient to be distressed.

You will be allowed to visit Coronavirus positive loved ones **only** if they meet any of the exceptional circumstances. Staff will support you with the appropriate levels of PPE required for this.

End of Life

Visiting at End of Life is crucial for patients, their relatives and carers, who need to be supported in the safest way.

End of Life is difficult to define and our staff have been asked to deal with these situations with compassion and to take into consideration the following:

- Patients on the Individualised Plan of Care at End of Life.
- Patients that are approaching the last days and weeks of life e.g. frail elderly, under palliative care team.
- Patients where recovery is uncertain and where further decline is likely

- Consideration for visiting should also be given to those who have been/or will be given a life limiting/palliative diagnosis.

Please discuss your visiting requirements with the ward team directly and please be aware that the number of visitors at any one time will be restricted.

Faith/Religious Support

When an appropriate organisational chaplain is not available for religious rites and/or cultural support, a faith leader may be permitted to visit (if desired) according to the same guidance as other visitors.

NHS Track and trace QR codes are displayed in Prayer Areas, Chapels and Shabbos rooms across all sites.

Patients Requiring Additional Support

Patients may have additional support needs when attending outpatient appointments, diagnostics or during inpatient stays.

Staff will provide the nominated additional support person with guidance and the appropriate PPE to ensure that their safety and that of the person they are accompanying is maintained.

Examples when additional support may be required (not exhaustive):

- An additional nominated individual or family member in a carer role to provide support.
- English not first language.
- Require mobility assistance.
- Mental health, learning disability or autism.
- Communication challenges.
- Assistance dogs.
- Any cognitive impairment, dementia or delirium.
- Patients requiring a long stay in hospital (e.g. Neurology patients)

Children and Sibling Visiting

Children **should not** routinely visit in-patients or attend outpatient appointments with parents or carers unless in exceptional circumstances or the physical recovery and psychological impact of separation from a child/sibling as advised by patient or medical team.

This **must** be risk assessed and **pre-agreed** with the senior nursing team beforehand. However, virtual visits are strongly encouraged and supported.

If you are unsure please contact the ward or department in advance to discuss appropriate arrangements.

During this time we are experiencing high volumes of calls so please be patient and respectful with staff and please **do not** call unless it is **absolutely** necessary.

Main Switchboard Telephone Numbers:

Salford Royal: 0161 789 7373

Royal Oldham: 0161 624 0420

Fairfield General: 0161 624 0420

Rochdale Infirmary: 0161 624 0420

What can I expect when I visit my loved one in hospital?

We respectfully ask that while you are visiting a patient under our care that you observe our Infection Prevention and Control guidance which are in place to protect you, our patients and our staff from the risks presented by Covid-19.

Visitors **must not** bring in food parcels, flowers, helium balloons or similar items, unless agreed with nursing/midwifery staff.

For reasons of confidentiality cameras on mobile phones, cameras and camcorders are **not to be used** by visitors within the ward area without seeking permission from ward staff.

Mobile phones as a principle should not be used in patient areas. Where phones need to be 'on' they should be in silent mode.

All patients and visitors **MUST** observe the following:

- Enter hospital/in-patient site via main patient/visitor entrance **only**.
- Please show your appointment letter to security on entering the hospital where applicable.
- On arrival apply hand sanitiser and apply issued face mask.
- When moving around the communal areas, visitors **must keep left**.
- On arrival to the clinical area, staff will provide guidance on the correct PPE in line with current guidance and/or risk assessment.
- Visitors **must not** sit on the patient's bed - please use the chairs provided and remain seated during your visit.
- Visitors **must not** use patients' bathroom facilities, or enter the ward kitchen.
- On leaving clinical area, remove PPE and dispose in the clinical waste bin, reapply a new face mask and perform hand hygiene.
- When exiting the hospital or in-patient area remove the face mask, dispose of it appropriately and apply hand sanitiser.
- Visitors may be asked to leave the ward during ward rounds or in emergency situations and staff should be mindful regarding their duty of confidentiality when discussing any patient in front of visitors.

Social distancing and the 2 metre rule MUST be observed at all times, even with PPE in place.

If I can't visit, how can I contact my loved one?

Please find other ways of keeping in touch with your loved ones in hospital, like phone and video calls.

The Northern Care Alliance has set up a dedicated inbox for families and friends to contact their loved ones at this time.

If you would like to send a message or photo to a loved one who is currently an inpatient in one of our hospitals please email:

- **sendaletter@pat.nhs.uk** (for patients at Royal Oldham, Fairfield General or Rochdale Infirmary) or
- **sendaletter@srft.nhs.uk** (for patients at Salford Royal).

Alongside the message, please include the patient's name, date of birth, hospital site where they are being treated and the ward they are on.

The email address is monitored from 09:00 to 16:00 Monday to Friday. Letters and messages sent through after 14:00 (or anytime on a weekend) will be delivered the next working day.

Everyone should follow the expert national guidance on social distancing and self-isolation, staying at home wherever possible, to help limit the spread of coronavirus, protect the most vulnerable people in our communities and our NHS.

Patient Property Drop Off Service

We have set up a patient property drop off service so relatives/friend can drop off essential items for their loved ones who are staying in hospital.

This service will run from **Monday to Friday, 9:00am to 4:00pm** (excluding bank holidays) at each of our main entrances (patient/visitor only entrances) areas.

You may include some of the following items:

- A change of clothes and underwear.
- Mobile phone / tablet, headphones, e-reader and charger.
- Reading glasses, dentures and hearing aids .
- Toothbrush, hairbrush and a small number of other bathroom essentials.
- A small comforting personal item, e.g. a photo, book or magazine.

No perishable items (eg. food parcels) or items of value (you will be asked to sign a disclaimer form)

To use this service please take note of the following process:

- When preparing belongings please ensure you only pack essential items. These include toiletries, a mobile phone, phone charger or clothing items. You are welcome to include a letter to your loved one in the bag.
- Please do not pack any valuables (e.g. jewellery). It will not be possible for staff on the ward to complete a property checklist and any belongings brought in will not be the responsibility of the hospital.
- Ideally items should be packed in a clear plastic bag, clearly label the bag with the patient's name and the ward they are on. However, we will provide bags on site if you don't have any at home.
- Only one relative or friend should come on to the site to bring the bag.
- Our main entrances are manned by security, inform them you are dropping off patient property as soon as you arrive.
- A volunteer will go through a checklist with you, checking items, cleaning all wipeable items where possible and placing

them into a clear bag if required. You will be asked to sign a disclaimer form.

- A volunteer will deliver the belongings to your loved one on the ward.

Respecting our staff and the Zero Tolerance Policy

The Northern Care Alliance operates a zero tolerance policy relating to any kind of verbal or physical abuse and visitors may be asked to leave if their behaviour causes disturbance to other patients or staff.

Everyone is responsible to ensure the sites are kept safe and risks on infection transmission are reduced at all times. Anyone refusing to comply with infection control measures without a justified reason why they are exempt could result in them being denied access.

Visiting information is available on the NCA website so visitors are informed prior to their visit of the requirements they will need to adhere to. On arrival to the clinical area, visiting champions will provide information regarding the visiting requirements in terms of social distancing, hand hygiene and use of face masks and PPE.

If visitors arrive unexpectedly the visiting process will be explained and **entry will not be permitted**, unless one of the exceptional circumstances criteria applies or pre-agreed with senior team.

Any visitor who refuses to leave at the end of the allocated visit, despite being reminded that visiting time has ceased, should be escalated to the senior nursing team in hours, or site co-ordinator out of hours. If required, on-site security support should be requested.

Track and Trace

Due to COVID-19 pandemic the details of all nominated visitors for in-patients should be recorded in the patient clinical record.

During all levels of visiting status, visitors coming on site via main entrances and only visiting public internal and external spaces NHS England/Improvement specify there is currently no requirement to collect track and trace information. This includes on-site retail.

Track and trace information for visitors is only required for general waiting rooms and dine in restaurant areas when there is no appointment or visiting log in place. Therefore, Prayer Areas, Chapels and Shabbos rooms will display the NHS Trace and Trace QR code.

Visitors who are visiting a positive coronavirus loved one will be wearing the correct levels of PPE and are not required to self-isolate after visiting.

Useful links and Contact Numbers

COVID-19 - Attending our hospitals - <https://www.pat.nhs.uk/patients-and-visitors/covid-19-attending-our-hospitals.htm>

COVID - 19 - Visiting in our hospitals - <https://www.pat.nhs.uk/news/Latest-Visitor-Guidance-to-our-Hospitals.htm>

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Fairfield General: 0161 624 0420

Rochdale Infirmary: 0161 624 0420

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

ইংরাজী যদি আপনার প্রথম ভাষা না হয় এবং আপনার সাহায্যের প্রয়োজন হয় তবে অনুগ্রহ করে দোভাষী এবং অনুবাদ পরিষেবাটিতে যোগাযোগ করুন

إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

☎ : 0161 627 8770

@ : interpretation@pat.nhs.uk

To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897

For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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