

Thank you for your understanding, patience and cooperation.



Clothing/ materials



Flowers/ Plants



Fresh food or food that needs a cool environment



Slippers



Underwear with a washbag



Nightwear (non-bulky and lightweight)



Phone/ tablets and chargers



Only 4 non-perishable snacks



Photographs in a frame



Books



One unopened 1 litre bottle of drink

This guidance will be reviewed and may be subject to change.

The Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Public Involvement team at patient.involvement@ulh.nhs.uk or call 01476 464560.



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NHS
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NHS Trust

Patient & Public Information

Visiting during

COVID-19

The health, safety and wellbeing of our patients, visitors and staff remain our absolute priority and this procedure must be followed strictly in order to minimise the risk of transmission of Coronavirus.

The Trust reserves the right to refuse or end a visit if safety cannot be maintained.

All visits MUST be booked with the ward beforehand.

If you have any queries or concerns about this information and the arrangements please speak to the ward team or you can contact PALs on:

Pilgrim: 01205 446244

Lincoln: 01522 707071

Grantham: 01476 464861

Or email: PALS@ulh.nhs.uk

Wash your hands often

Clean your hands frequently by washing them with soap and water for 20 seconds or using hand sanitiser. This will help protect you and the people you live with. This is one of the most effective ways of reducing the risk of passing infection to others.

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Following the national review of visiting in hospitals we have undertaken a risk assessment and review to consider how we can safely welcome visitors back. This leaflet explains the process and the precautions we have taken and is designed to help you understand how we can enable visiting but do so safely for everyone.

Appointment system and making a booking

Because many of our wards have rooms with multiple beds we have considered how we can safely maintain social distancing and the only way to do this is to have an appointment system to manage the number of people visiting at any one time.

- You will only be able to visit if you have made an appointment.
- Patients cannot have multiple visitors each day even if they are separately booked; this enables more patients to have a visitor.
- Please call the ward between 08:00 and 14:00 to make an appointment. Phone numbers are available on our website.
- Please be patient if there is a wait for the phone to be answered as our wards are very busy.
- A visiting appointment is for one hour and only one person can visit other than in exceptional circumstances at the discretion of the ward staff.

Coming to the ward

- If you or anyone in your household have any symptoms of potential COVID-19 infection (temperature, new persistent cough, loss of taste or smell) **you MUST NOT visit.**
- If you have someone in your household who is shielding or in a high risk vulnerability group then you need to be cognisant of the risk of attending the hospital and then returning home.
- On entering the hospital you must wear a mask or face covering and follow social distancing rules and wear Personal Protective Equipment (PPE such as masks and gloves) as directed and wash or sanitise your hands before entering the ward. You will be provided with a fresh mask at the ward and will discard this when you leave.
- You should aim to arrive at the ward **not more than 5 minutes** before your allotted visit time to minimise the number of people who are waiting and wait in a socially distanced fashion outside the ward door until you are welcomed in one at a time.

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- On entering the ward you will be asked to wash your hands or use hand sanitizer if there is not a nearby sink and put on a fresh mask.
- You will then be accompanied to the patient you are visiting and the bedside precautions explained to you.
- You should avoid touching surfaces or any of the bedside equipment.
- You should avoid touching your eyes, nose and mouth with your hands and to cover any coughs or sneezes with a tissue, then throw the tissue in a bin.
- In the event that you need to speak with ward staff or leave the bedside for any reason you should use the call bell and wait to be answered rather than go to find someone.
- At the end of your visit you will be accompanied to the ward exit and instructed how to safely take off and dispose of your PPE before washing or sanitising your hands and leaving the ward. Please replace your personal face covering / mask on leaving the ward and follow social distancing until you exit the premises.
- Please be reassured that as long as PPE has been worn correctly and precautions followed you will not need to self isolate afterwards as a result of the visit; if however you do begin to feel unwell and have any of the noted coronavirus symptoms they should follow national advice and guidance.

You may bring in personal items for the patient but these must be in line with the property guidance as shown below and be brought in a clear plastic bag, labelled and listed. A set of outdoor clothes can be brought in ready for discharge. Property restrictions have been set to minimise the build up of items at the bedside and to manage contamination risk. If you take items home please keep them sealed for 72 hours in line with national guidance.

We appreciate that these precautions may feel restrictive however we are sure you appreciate that they have been developed to keep you, our patients, our staff and wider community safe and to minimise the risk of infection.

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