

COVID-19 guidance for visitors

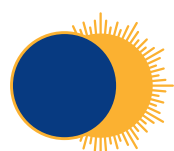
At the RHN, we wholeheartedly appreciate how difficult it has been for you to be separated from your loved one and we thank you for your support and patience with this matter over the past few months.

We were delighted to reinstate limited visiting in June within the current government restrictions. With that in mind, please see below our guidance for visitors so that we can continue to manage visits to the hospital in a safe enjoyable way.

Prior to your visit, the below measures will be put in place to ensure your safety and that of others. We strongly recommend that you read this document prior to visiting the hospital. It's important to note that this guidance is under constant review and such visits may be temporarily suspended should there be an increase in community COVID-19 cases, the government advice changes or upon routine testing we find we have a COVID-19 case.

We have put in place the following measures:

1. The number of visitors being accommodated will be carefully controlled so that social distancing, at two metres apart can be maintained. This will be managed by the implementation of a ward visiting schedule.
2. A face covering must be worn throughout the visit.
3. Each resident can be visited by a maximum of two family members. We cannot accommodate visits by children under 16 or allow additional visitors to swap part way through the visit.
4. Visiting will take place either in the garden or one of our large communal rooms.
5. All visitors will enter via main reception and will immediately wash hands on arrival.
6. Garden furniture and or furniture in the visiting areas will be laid out to ensure social distancing can be maintained.
7. Bottled water and alcohol gel will be provided.
8. Visitors will be permitted to use the designated visitor toilets.



Royal Hospital for
Neuro-disability

Please do not visit if you:

- a. Have a raised temperature
- b. Have a new persistent dry cough
- c. Have a recent loss of taste or smell
- d. Have developed recent shortness of breath

Visitors will also be asked to formally declared that they have not been in contact with anyone in the past 14-days who has been tested positive for COVID-19 or who has displayed any of the symptoms of COVID-19

Please also do not visit if you are within your 14 day quarantine period after returning from countries specified by the UK Government

To ensure compliance we will now be asking you to sign that you understand and agree to comply with our safety measures. In the event of deliberate non-compliance you will be asked to leave.

Visiting schedules

Each ward will be allocated specific visiting days so that we can limit the number of people visiting the hospital per day. There will be 2 – 3 visiting sessions per day.

Exceptional visits

In certain circumstances, exceptional visits outside of scheduled visits can be accommodated as per government guidelines. This includes residents on a Care of the Dying Person pathway, or for residents where reduced visiting is causing significant or long-term physical or psychological harm (as opposed to psychological distress). Each request for exceptional visiting will be considered at a panel. Please speak to the ward manager if you need more information.

Unfortunately due to the number of residents at the hospital we cannot accommodate additional visits for birthdays or anniversaries outside of scheduled visits. We can however support ways of celebrating special occasions with your loved one remotely.

Staying connected with virtual visiting: information for patients, residents and visitors

In view of the cautious introduction of personal visiting, there will be times where you cannot visit. It may also be possible that you cannot visit because of your own circumstances. Therefore the RHN has introduced 'virtual visiting'.

Staying connected with virtual visiting is a part of our service which allows you to keep in touch with your RHN resident during the current COVID-19 pandemic.

A strict infection prevention and control process is being followed when using the shared iPads/tablets to make sure that staff and patients are protected against COVID-19.

We hope that these virtual visits will bring you comfort while you are unable to visit face-to-face as often as you'd like.

The virtual visits works on the following applications:

- **FaceTime** (Apple devices only)
- **Zoom** (works on all devices)

Patients and residents who are able to manage calls independently

Where patients and residents make and receive calls independently on their own devices, without requiring assistance from RHN Staff, may make their own arrangements for virtual visiting.

However, treatment times, mealtimes and patient rest times must be respected and virtual visiting must not take place during those times.

Thank you for helping us to keep our hospital safe in these difficult times. We hope that these virtual visits will help while you're unable to visit face-to-face during the outbreak.

Virtual visiting times:

Visiting times are agreed individually for each resident – whether they use their own device or an RHN one.

Please give the contact details for the nominated virtual visitor to a staff member (mobile number/ email address). Please agree your times with the relevant ward.

When it is time for your visit, either the resident or a staff member will initiate the call, confirm your name and the resident's name before placing the device in a suitable position to continue your call. Staff may either remain with the resident for a while, or they may retire to allow for privacy – this depends on the resident's needs.

Should you have an immediate safety concern during the call, where there is no staff member in attendance, please contact the ward using the ward phone number or through switchboard immediately.

Other comments and requests can be made at mutually convenient times.

You may be asked to interrupt the video call if the resident requires privacy for care purposes. The recording of video calls is not permitted to protect the privacy of residents.

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