



Helen McArdle Wing In-Patient Visitor Guidance

Reviewed July 2024

Parking

Adjacent to the Hospice are designated spaces, with Disabled Parking identified at the front. We also have an overflow car park available. Willow Burn has two charging points for electric vehicles. These are available for visitors, staff and volunteers to the hospice. You can find details for use on the charging points.

Please consider our local neighbourhood and park responsibly at busy times.

Arrival

During working hours please arrive at Reception and sign the Visitors Book. The receptionist will inform the nursing team of your arrival and will provide access to the ward. 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 but 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

Signing the Visitors Book at Reception on arrival and leaving accounts for all visitors in the event of a fire. 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 the 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.

Pond

There is an uncovered, unfenced pond immediately outside the in-patient rooms. Please consider your safety and responsibilities in supervising accompanying children and vision impaired visitors accessing the garden.

Staff

Our Nurses wear Royal Blue and our Health Care Assistants wear Sky Blue.

Housekeepers wear Green and our Family Support Co-Ordinator, Joanne, wears Purple.

You will meet the staff on duty at each visit, their names and other useful information is displayed on the TV information boards in Reception and outside the ward office.

COVID-19 Update (aligns with current Government guidance)

Most people who were part of the clinically vulnerable patient cohort are no longer at substantially greater risk than the general population and are advised to follow the same guidance as everyone else on staying safe and preventing the spread of COVID-19 and other respiratory infections, as well as any further advice received from their healthcare professional. However, there remains a smaller number of people whose weakened immune system means they may be at higher risk of serious illness from COVID-19, despite vaccination. The Hospice Senior Management Team meet regularly to ensure that all necessary precautions are taken.

In consideration of our vulnerable patients Infection Control remains a priority. If you are feeling unwell with respiratory symptoms which may be associated with COVID 19 or any symptoms that suggest you may have other transmissible viruses and infections, such as a cough, high temperature, diarrhoea or vomiting, you should avoid visiting, if possible, until at least 5 days after you feel better.

Visits at the very end of life, that is, the last few days or hours of life will continue to be supported where possible in all circumstances. Infection prevention and control (IPC) measures, for example providing personal protective equipment (PPE) and allowing visitors to go directly to the patient's room without accessing any communal areas, will help reduce transmission and visiting arrangements will be agreed on a case-by-case assessment. We can adapt & assist with telephone calls and virtual visits. Please consider discussing visiting with family and friends to manage visiting to only those who are particularly important to the patient where an infection has been identified or suspected.

We ask that you take into account that when visiting the café facilities this is a public space which is uncontrolled regarding COVID-19 management. The staff will be happy to place an order from the café menu while you are visiting if you wish to have your refreshments in the ward area. Please speak to a member of the team if you need any help with any practical arrangements or advice.

Hand Hygiene

This is most important in reducing spread of infection - please utilise the hand gel, handwashing facilities & information to support effective handwashing.

Face Masks

The current position regarding mask wearing is that mandatory mask wearing is not required for everyone, including staff unless individual circumstances dictate or is a personal choice.

If you have any specific questions about your personal circumstances, please contact Willow Burn Hospice Clinical Team on 01207 523 293 to discuss and agree a plan before visiting.

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

If you would like a copy of this guidance in large print or an accessible format please speak to a member of staff.