

Covid-19: guidelines for visiting

Before arriving at the hospital

Please contact the St Andrew's social worker in advance, they will support you to book your visit and provide important information. This will include where your visit will take place and how long your visit will be for.

If you have any questions or concerns, please raise these with the social worker before the visit.

It is important that you **DO NOT** visit if you have symptoms and/or have been symptomatic of Covid-19, 10 days prior to the visit. If someone within your home is symptomatic; please extend this time scale by 14 days from the first day of their symptoms.

Most people with coronavirus have at least one of the following symptoms:

- **High temperature**
- **New and persistent cough**
- **Loss or change to your sense of smell or taste**

Where possible, we ask that you drive, or be driven, to the hospital, this is to minimise the risk of exposure to others. Our car parks are free.

Please bring as few belongings as possible, to minimise the risk of infection.

Please bring anti-bacterial gel if you can.

During your hospital visit

Our staff will do all they can to protect and support you during your visit and will advise you of any additional precautions.

It is vital that we practice social distancing at **all** times. This means there must be a minimum of **2 metres distance** between each person.

We know this is difficult, but you must **NOT** engage in any form of physical contact with your loved.

Please bring your own refreshments, as we are unable to provide access to cafes or vending machines at the current time. We ask that you take all items away from the hospital site for disposal.

Personal Protective Equipment (PPE)

During socially distanced visits, you will not normally be expected to wear PPE.

Where there may be a requirement for you to wear PPE during your visit, this will be explained and staff will support you. Staff facilitating the visit will be wearing PPE in line with government guidelines; this is to protect our patients.

Respect for staff

Our staff are working very hard to care for our patients, your loved one included and everyone understands that emotions can run high. Please ensure that you remain respectful of our staff during your visit as we do not tolerate abuse.

After your visit

Please go straight home after your visit, do not visit any other areas of the hospital.

Ensure that you wash your hands for at least 20 seconds on leaving the hospital.

Contact Information

Please contact the St Andrew's Social Worker to book your visit or for additional information, via Switchboard on: **01604 616000**.

For general queries and support, please contact the **Carers Support Line** via the Carers Centre on: **01604 616125** (Monday to Friday 9am–6pm).