



# Visitor Support Admission Letter during COVID-19 Pandemic

**Dear Visitor,**

I am writing to request your support during the visit to your loved one/relative in reducing the spread of COVID-19 infection. During these unprecedented and often challenging times our hospital staff are working hard to ensure the safety of our patients, visitors and staff remains our priority. As you will be aware there are certain measures that we can **all** take to help keep each other safe. This includes yourself, your relative/loved one, other patients who may be vulnerable to infection and our staff.

In order to do this we ask for your participation in following these basic steps:

1. **Wear a face mask** - please sanitise your hands and take a surgical face mask at the desk at the entrance to the hospital. You will be required to sanitise your hands and apply a clean surgical face mask at the entry to the ward/department. You **MUST** wear a surgical face mask throughout your visit. You are required to do the same procedure on leaving the ward/department and again on leaving the hospital. If you are exempt from wearing a face mask you need to consider if your visit is essential or if alternative arrangements could be made. All our wards/departments will be able to support with virtual visiting as an alternative option.
2. **Social distancing** - you **MUST** maintain social distancing during your visit, including within the ward/department area and throughout the hospital site. We understand how hard this will be but we also ask that you maintain social distancing with your relative/loved one.
3. **Minimise movement** - in order to minimise movement around the ward/department and hospital site, you **MUST** remain by your loved one/relatives bedside. Visitors will not be permitted to leave and return to the ward during the visit and under no circumstances must visit other patients on different wards/departments. On leaving the hospital visitors are asked to do this promptly via the most direct route. Visitors are asked to utilise the public toilets along the main corridor, rather than the ward/department patient facilities if required.
4. **Good hand hygiene** - it is essential to maintain good hand hygiene during your visit, this includes washing/sanitising your hands on entrance/exit to the ward/department/hospital site, following the use of the bathroom and after blowing your nose, sneezing or coughing.
5. **Clean environment** - please help us maintain a clean/tidy environment by reducing the number of non-essential items around the bedside. All items such as clean clothes/toiletries etc. must be stored away in the patient's bedside locker.
6. **Carers Lanyard** - if you are supporting/caring for your loved one/relative with additional support needs as their carer, please speak to the ward staff regarding a carer's lanyard. This will help identify you to other patients, visitors and staff in your carer's role. Our Carer's Charter is also available in all wards/departments or via our Internet page.

We really do appreciate your understanding and participation in helping to reduce the spread of COVID-19 infection by keeping yourself and others safe during your visit. Please do not hesitate to talk to a member of the team if you are worried or have questions.

Yours sincerely,

The Ward Manager