



Information for visitors to Prospect Hospice

We know this time is difficult, especially for those with loved ones currently staying with us at our inpatient unit. Our priority is always the care and wellbeing of our patients and, with this in mind, in the current climate and in line with measures set out by the Department for Health and Social Care, we have made the difficult decision to restrict visitor numbers further to ensure the safety of our patients, staff, volunteers and visitors at this time.

We encourage, where possible, visits to be virtual in order to minimise footfall through the unit. If this is possible and appropriate for some or all of your planned visits, please speak to staff on the unit. If you are visiting in person, we openly invite you to connect with other friends and family who are unable to visit, by telephone or video call from your personal device.

Where virtual visiting is not possible, each patient will be allocated two visitors for the duration of their stay with us. Only these two people will be permitted to visit the patient during their stay on our inpatient unit. To be clear, this is two named people for their entire stay, not two people per day or two people per visit.

Each of those two people will need to phone the inpatient unit in the morning to arrange the time they plan to visit. Visiting hours are restricted to between 11am and 4pm only. The number you need to call is 01793 816150.

Upon arrival and every third day thereafter you will need to undergo a Covid-19 test which will be booked in advance when you call the team to arrange your visit. The frequency of testing may change as new guidance comes out. The test we use for visitors will give a result in around 30 minutes, so there is no need to leave the building and return when you receive these. We encourage all visitors to perform their own swab, with full guidance and support from staff. Please note that no diagnostic test is 100 % accurate, lateral flow tests identify between 60-80 % of positive cases, which is why it is essential to continue standard precautions to prevent infection. If your test returns a positive result, you will not be allowed to enter the hospice and will be asked to return home. We will be able to carry out a PCR test and send this off for you to be analysed in the laboratory.

When you enter the hospice you will be asked to wear personal protective equipment (PPE) at all times. This will include a face mask, gloves and an apron, which the hospice will provide. Please note that this PPE should last for this visit only and you will be issued with new PPE upon your next visit, even if this occurs on the same day.

If staff are entering your loved one's room to provide care, they may ask you to step outside in order to maintain social distancing. They will provide full guidance and will always have the safety of you and your loved one in mind.

We do hope you understand why we have had to make these difficult decisions and, if you have any questions at all, please do speak with the nursing team looking after your loved one who will be more than happy to speak to you over the phone.

If you would like to use our Wi-Fi, the access details are:

Username – guestaccess

Password – h05p1c3

Many thanks for your cooperation at this time.