

## Visitors Guidance for Ward Visiting

New national guidance has recently been issued on visitors to healthcare inpatient settings during the COVID-19 pandemic. We are sorry that these restrictions may cause anxiety for some relatives who are understandably anxious to see their loved ones while they are unwell. Our most important aim is to keep our patients, their families and our staff safe, so we ask that you please be patient.

### Who can visit?

One nominated close family member or someone close to the patient may visit in a one-hour timeslot, which must be pre-booked in advance. The nominated visitor is not interchangeable. The visiting times will be allocated between 10am and 7pm, and visitors are not allowed to stay overnight or use the patient toilet facilities (public facilities remain open).

### How long is my visit?

Your visit will be for one-hour and at a pre-arranged time. We need all visitors to keep to this, to maintain social distancing and give all patients the opportunity to have their visit from loved ones. When arranging this, we need you to provide your contact details, which we require to keep a record of for 21 days, and provide data to NHS Test and Trace if requested.



  
Northumbria Healthcare  
NHS Foundation Trust

To help us keep you, our patients and our staff safe, we are encouraging **all visitors** to take a rapid lateral flow test at home before any planned visits.

If you, or anyone in your household, has any symptoms of COVID-19 including:

- a high temperature
- a new and continuous cough
- a loss/change to your sense of taste or smell

or if you receive a positive result on your rapid lateral flow test, **please do not visit our hospitals** and arrange to take a PCR test by calling 119.

**Working together**  
to keep us all safe



### How should I prepare for my visit?

We ask you to take a rapid lateral flow test at home prior to each planned visit and ensure a negative result. You will not be refused to visit if you have not completed a test, but we need your support to help us keep our visitors, patients and staff safe. The trust do not provide lateral flow kits. The testing kits can be ordered online at GOV.uk. The kits can be sent to your home, collected from a public testing centre, or pharmacy. You must not visit if you are unwell, or a member of your household has a new continuous cough or a temperature of 37.8°C or above, or loss of/change in sense of smell/taste. If you have any of these symptoms, or a member of your household does, you need to self-isolate immediately and contact 119, or arrange a test. Please bring as few belongings as possible to minimise the risk of infection.

### **What should I expect when I visit the hospital?**

You will need to wash your hands at the hospital entrance and wear a face covering throughout the duration of your visit. If you have not got a face covering, surgical masks are supplied. There are also hand-sanitising points around the hospital - please feel free to use them. Please follow social distancing guidelines and stay two metres apart from others. Please also consider that this includes the lifts, where only one person is allowed at a time.

### **This visitors' guidance does not apply:**

- For patients who are receiving end-of-life care or are terminally ill and in the late stages of their illness
- For birthing partners in maternity units
- For parents or legal guardians in the children's unit and special care baby unit (SCBU)
- At the discretion of the nurse in charge for long-stay patients and those with dementia