

Visiting patients at the Royal Berkshire Hospital

Coronavirus (COVID-19) guidance for staff, family and friends

- **ESSENTIAL VISITING ONLY.**
- **ONE** designated visitor per patient. **PLEASE ARRANGE THIS VISIT WITH THE WARD.**
- **ONE HOUR** stay only per day.
- Familiar carers / supporters / personal assistants will not count as an additional visitor (only two visitors per bay to prevent overcrowding).
- In order to maintain social distancing rules, you may not be able to visit every day.

DO NOT VISIT if you are unwell, including having any symptoms of the virus (Cold symptoms, high temperature, new continuous cough, loss of taste and smell, diarrhoea).

Please carry out a Lateral Flow Test (LFT) at home each time before you visit. Order these free from <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests> and report the result online at www.gov.uk/report-covid19-result. Or collect LFTs from a local pharmacy with a code – visit www.gov.uk/get-collect-code or call 119. **If positive, please DO NOT VISIT and book yourself a PCR test** www.gov.uk/get-coronavirus-test.
YOU WILL BE ASKED TO SHOW PROOF OF YOUR NEGATIVE TEST RESULT BEFORE ENTERING A CLINICAL AREA.

Please continue to maintain social distancing guidance.

All visitors must wear a surgical mask in the department, including the waiting room
Please do not bring any unnecessary belongings with you.

On arrival, press the buzzer and follow any instructions given at the door.

You will be asked to remove any outerwear, roll up your sleeves and clean your hands before and after you see the patient. **Do not remove your mask during the visit.**

You may be asked to leave the bedside if staff need to give medical or nursing attention.

You may hold your loved one's hand, without gloves (unless advised otherwise).

If you are helping to deliver care to the patient, you may be asked to wear apron and gloves, and we will advise you to wash your hands with soap and water afterwards

Please stay in touch with the patient by smart device/mobile. There are iPads on the ward so other family or friends can safely communicate with the patient via video/social media.

If you need support or advice, please contact the PALS Team, Monday – Friday 9am – 4pm. Telephone 0118 322 8338. The Hospital Palliative Care Team or Spiritual Healthcare Department are also available – please ask for their contact details.

Please speak to the [ward manager](#) or [nurse in charge](#) for further information.

Compassionate care while keeping everyone safe.

