

Dear Friends and Family,

It has been a long time since we were able to welcome you to Holy Cross Hospital, and we are well aware that relatives of our most recently admitted patients have not been able to visit at all.

Having managed the Covid outbreak in January and the exit and recovery from that in February, we wanted to find the right time to re-start inpatient visiting. There has been no Covid infection detected for several weeks at Holy Cross, so last week we reopened our outpatient service. And from Wednesday next week (10<sup>th</sup> March onwards) we would like to welcome you back to Holy Cross to visit your loved ones. With control measures in place we believe this can take place safely.

Our approach is different to the guidance published by the UK Government for care homes.

- You may nominate up to two people to visit any patient (it must be the same one or two people each time)\*
- One visit per patient per week – pre-booked through reception\*\*
- Visits will take place on the wards in patients' own rooms
- Starting on Wednesday 10<sup>th</sup> March, the visit schedule is
  - St Anthony's Ward – two visit slots at each of the following times - 11am, 12.30pm and 2pm. Monday to Friday
  - St Mary's Ward – two visit slots at each of the following times - 11am, 12.30pm and 2pm Monday to Friday
  - Visits can be up to 1hr15 minutes
- We will provide PPE (Personal Protective Equipment) to be worn throughout the visit

\*This applies in almost all cases, but we are aware of some family situations where some flexibility will be needed. The Reception team is already aware where this applies.

\*\*please book visits through the Reception Team on 01428 643311 between **10am and 12noon for St Anthony's Ward** and **2pm to 4pm for St Mary's Ward** from Monday to Thursday.

**Important Information.** Arrival: Please arrive **30 minutes ahead** of your visit. We will ask you to sign a consent form to have a lateral flow test which involves a nasal/ throat swab (and a team member will be able to assist you). Test results will be available within 30 minutes. You will be able to continue with your visit if your swab result is negative. No test is 100% accurate and Lateral flow is less accurate than PCR tests. Therefore handholding, hugging, and kissing are not encouraged. They pose a potential threat to the lives of patients and staff.

Please do not book a visit..

if you feel unwell or have any symptoms related to Covid (temperature, cough, sore throat, fatigue, loss of taste and smell or generally feeling unwell), or ..

if you have tested positive for Covid-19 and are still in your self-isolation period or.. have been asked by track and trace to isolate or ..

if you have been in contact with a Covid positive person in the last few weeks or ..

if you have travelled/ returned from abroad in the last 2 weeks

If you are in doubt, or have any concerns about the arrangements above, then please get in touch with us prior to your visit.

The information above will be reviewed at the end of the month.

We look forward to welcoming you and seeing you reconnect with those close to you.

Kind regards

Ross