

Dear Friends and Family members.

I hope you are all well in this final run towards Christmas.

This is the final day to contact the Reception Team to book (up to 2) visit sessions over the Christmas period. There will be no bookings taken tomorrow Friday 18th December. However, from Monday 21st December to Thursday 31st December (excluding any Bank holidays and weekends) you can call the Reception team to enquire about residual availability. The Reception Team is contactable on 01428 643311 - 10am to 4pm.

If you live in a tier 3 area, we would like you to consider your visit carefully. Our preference would be for you to defer your visit, and we will arrange a post-festive period visit for you as soon as your Tier has come back down to level 2. Please contact Rasheed if you would like to discuss this.

Christmas Day. Understandably there has been huge demand to visit on Christmas Day. If anyone is willing to switch their planned Christmas Day visit to Christmas Eve instead (or to another day) then this would help us enormously*. If you are able to do this please phone Reception today so they can offer you an alternative time.

Where will visits take place? In a previous update we said that the visits would take place away from ward areas. We have reconsidered this and believe it would be better to hold these in patient's individual rooms instead. In order to ensure there is adequate air flow, the windows will need to remain open slightly as will the door to the room. As explained last week we will provide you with PPE (mask, apron and gloves to be worn throughout the visit) on arrival.

On arrival. Please arrive 10 minutes ahead of your visit time. There should be someone in the reception area to meet you. If no one is there, please ring the buzzer and someone will be with you shortly. If you find another set of visitors waiting at the door, please would you kindly remain in your car until they enter the hospital.

Dining Room. Unfortunately there is no access to the dining room, so please feel free to bring your own refreshments. If you are bringing any gifts for your loved ones, could you please hand them over to/discuss with staff in the first instance**.

Before visiting Holy Cross We ask that you adopt the same '**if in doubt, please stay out**' mantra as our staff do. It has worked extremely well as our first line of defence against Covid-19. If you are feeling at all unwell, or unsure about people you have spent time with or about your recent travels, then please don't take a risk – again we could arrange a virtual visit for you instead or arrange a special visit post-festive period.

Visiting arrangements

Starting from Saturday 19th December 2020 through to Sunday 3rd January 2021 we will be allocating four pre-booked 1 ½ hour visiting slots per ward daily, as follows:

St Mary's Ward (downstairs): each day (including bank holidays and weekends):

10.30-12.00 noon, 12.15-13.45, 14.00-15.30, 15.45-17.15.

St Anthony's Ward (upstairs): each day (including bank holidays and weekends):

10.30-12.00 noon, 12.15-13.45, 14.00-15.30, 15.45-17.15.

*we can no longer offer Christmas Day due to very heavy demand. If anyone switches their Christmas Day visit to another day, their original Christmas Day visiting time will not be available for reallocation to someone else.

** discussion with staff about patient gifts: electrical gifts will need to be PAT tested (please hand over), others may have stimuli which might be unsuitable at present time (discuss).

We very much look forward to welcoming you back to Holy Cross.

With warm regards

Ross