

## Patient information factsheet

# Information for patients, families, friends and carers during COVID-19

This factsheet outlines some of the key information you may need if your loved one or the person you care for is being treated at one of our hospitals during the coronavirus (COVID-19) pandemic.

We understand that this may be a particularly anxious time for people whose loved ones are in hospital. If you have questions or worries, please ask. We are here to help.

Your loved one will be admitted to:

**Ward :**

**Telephone number :**

### How to find out where a patient is receiving care

Once your relative or the person you care for has been admitted, a member of the ward team should contact their next-of-kin to advise which ward they are on and provide an update on their condition. If you wish to make an enquiry, you can contact our main switchboard on: **023 8077 7222** or our patient advice and liaison service (PALS) on **023 8120 6325**.

### Information for carers

If the person you care for is admitted to hospital please let us know you are their carer and make us aware of any adjustments they may need.

You can also contact our carers' experience lead on **07917 554738** or via email: **CarerExperience@uhs.nhs.uk**

Our carers' experience lead is available to offer support to the carers and families of people admitted to the hospital with COVID-19. This support can be either by telephone or via an online appointment.

Further information and support for carers can be found online:

[www.uhs.nhs.uk/PatientsAndVisitors/Patients-with-additional-needs/Resources-for-carers/Support-for-carers-during-coronavirus-Covid-19.aspx](http://www.uhs.nhs.uk/PatientsAndVisitors/Patients-with-additional-needs/Resources-for-carers/Support-for-carers-during-coronavirus-Covid-19.aspx)

# Visitor information factsheet

## How to find out about a patient's condition

If you would like to know how the patient is, contact switchboard on: **023 8077 7222** and ask to be put through to their ward, or call the ward direct, if you have the number. One of the team will be able to provide you with an update.

## When should I come to the hospital?

You should only come to our hospital:

- for compassionate visitation (only if approved by the ward leader - see below)
- to provide essential mobility or carer support for a patient
- if you are accompanying a child patient (one parent or guardian only)

If you are not sure whether you should come to hospital, please contact the patient advice and liaison service (PALS):

Email: [pals@uhs.nhs.uk](mailto:pals@uhs.nhs.uk) (preferred)

Telephone: **023 8120 6325**

## Compassionate visitation

In exceptional circumstances, it may be possible to arrange to come into the hospital to see your loved one. This is known as 'compassionate visitation'.

Compassionate visitation may be allowed if:

- your loved one is receiving end-of-life care
- you are the birthing partner accompanying a woman in labour
- you are the parent or guardian of a child patient
- you are supporting someone with a mental health condition (such as dementia), a learning disability or autism, where not being present would cause the patient to be distressed

We may ask you to complete a lateral flow test before your visit. Please telephone the ward to discuss any requests for compassionate visitation.

## Entrances for patients and visitors

- main entrance to Southampton General Hospital
- main pedestrian entrance and ambulance entrance to Princess Anne Hospital
- eye unit and eye casualty (for eye patients only)
- radiotherapy (for radiotherapy patients only)
- emergency department entrance (open as usual for people who need emergency care)

After visiting your loved one, please leave the hospital directly. Do not visit any other departments or locations in the hospital.

## Checkpoints

At each entrance there will be a checkpoint. We will ask you about your health and coronavirus symptoms before you are allowed into the hospital. We may also check your temperature. Please maintain social distancing while you are in the queue at the checkpoint.

If you are helping a loved one to attend an appointment, please only come into the hospital with them if they are a child, if they need mobility assistance or if they need your support due to a mental health condition. We will ask to see their appointment letter before you are allowed into the hospital. Please do not arrive early for the appointment.

# Visitor information factsheet

## Keeping in touch while visiting is restricted

We've set up some services to help make it easier to keep in touch.

### Virtual visiting

Most wards have an iPad for 'virtual visiting' so that friends and family can communicate with their loved ones via a video link. If you would like to use this service, please contact the nurse in charge of the ward.

### Patient belongings drop-off system

We have a drop-off and delivery service for essential patient belongings, small gifts and letters. You can drop-off items between 10am to 7pm, Monday to Friday, and 10am to 4pm, weekends. Please make sure that all items are clearly labelled with the patient's name and ward. For information please contact the patient support hub.

### PALS

The patient advice and liaison service (PALS) are here to support patients and their families. They can help if you:

- need advice
- wish to raise a concern
- have a problem or complaint

### Contact PALS

Tel: **023 8120 6325**

Email: [pals@uhs.nhs.uk](mailto:pals@uhs.nhs.uk)

### Email messages for patients

PALS can also help you stay in touch with your loved ones during their hospital stay. Simply email a message or even a photo to [pals@uhs.nhs.uk](mailto:pals@uhs.nhs.uk) we will print and deliver to their ward.

Please include:

- a short message (including photos if you wish)
- the patient's full name
- the patient's ward (if known)

### Patient support hub

Our volunteers can help you to access support and signpost you to other services that might be helpful during your loved one's hospital stay and beyond.

This includes:

- befriending support
- carer support networks
- accessibility information
- interpreting services
- support with shopping and prescription collection
- patient companions to offer support within the hospital
- signposting to community-based support options.

### Contact the patient support hub

Tel: **0800 484 0135** (Monday to Friday, 10am to 4pm)

Email: [patientsupporthub@uhs.nhs.uk](mailto:patientsupporthub@uhs.nhs.uk)

# Visitor information factsheet

## Southampton Hospital Radio

Southampton Hospital Radio is broadcast across Southampton General Hospital and Princess Anne Hospital, and is free via the Hospedia bedside TV units.

You can contact Southampton Hospital Radio to request a song and message for your loved one. To make a request, leave a voicemail message on: **023 8078 5151** or complete the online form at: [www.sohba.org/requests](http://www.sohba.org/requests)

## Spiritual care

We have a multi-faith chaplaincy team who are here to support patients and their families. They are available 24 hours a day, seven days a week. In some situations the chaplains may not be able to visit face-to-face, but they will always be available via phone, mobile devices or laptops for prayers, pastoral care, advice or just a listening ear.

Spiritual care resource boxes are available for patients containing prayers and readings from a variety of faiths, laminated faith symbols, wooden holding crosses, rosaries and other items. If something else is required, please ask the duty chaplain who will be pleased to support in whatever way they can. If we do not have a chaplain of your faith in our team, we will happily liaise with any faith leaders to ensure that the best possible support is provided.

You can contact the chaplaincy team by asking a member of staff on your loved one's ward or by telephoning the switchboard on: **02380 777 222** and asking for the duty chaplain.

## Further information

Our website is the best place to find the most up-to-date information on changes to our services during COVID-19, along with information leaflets and details of the full range of support services on offer to patients, families and carers.

[www.uhs.nhs.uk/PatientsAndVisitors/PatientsAndVisitorsHome.aspx](http://www.uhs.nhs.uk/PatientsAndVisitors/PatientsAndVisitorsHome.aspx)

You may also find our 'Your stay in hospital' booklet helpful.

Visit [www.uhs.nhs.uk](http://www.uhs.nhs.uk) and search for 'your stay'.

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email [patientsupporthub@uhs.nhs.uk](mailto:patientsupporthub@uhs.nhs.uk)

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit [www.uhs.nhs.uk/additionalsupport](http://www.uhs.nhs.uk/additionalsupport)