

Your child's stay in hospital

Information for patients, parents and guardians

Parents and carers are encouraged to visit and be with their child during their hospital stay.

During the coronavirus (COVID-19) outbreak, we are taking all necessary precautions in our hospitals and offering some additional services. This factsheet explains some of the main changes you can expect during your child's stay in hospital. There will be occasional exceptions to these measures for compassionate reasons based on individual circumstances. These should be discussed with the ward manager.

We hope you will understand the need for these essential precautions and thank you in advance for your support and cooperation. If you have questions or worries, please ask. We are here to help.

Visiting restrictions on wards and ICUs

Who can visit?

Visiting is restricted to one parent/carer at any one time on all children's wards, except for paediatric intensive care unit (PICU), where visiting is at the discretion of the consultant/nurse in charge. No visiting is permitted on our adult general intensive care unit (GICU), except in exceptional circumstances.

Who cannot visit?

The following are not permitted to visit the hospital:

- Siblings and grandparents.
- Parents/carers who currently have symptoms of COVID-19, or are self-isolating because someone else in their household has COVID-19.
- You may also be advised not to visit if you have a condition that puts you at high risk of COVID-19.

How many people can visit?

- For patients who are staying in hospital for less than seven days, visiting is restricted to one single parent/carer (this should be the same person throughout the hospital stay).
- For patients who are staying in hospital for seven days or more, two parents/carers are allowed to visit on rotation – they should not be here at the same time, but can switch every few days.

The exception to this is when parents are being educated in the care of their child, or in potential end of life situations, where two parents/carers may be present at the same time.

Precautions for visitors

- All visitors should practice good hand hygiene and social distancing at all times, following government guidance.
- If you develop symptoms of COVID-19 while you are visiting, you should inform ward staff and go home immediately.
- While a patient is awaiting COVID-19 test results, we ask that just one parent/carer is present and remains in their child's room at all times.
- When a patient has been moved to either a COVID-19 (orange) or non-COVID-19 (blue) area, visitors will be permitted to leave the ward area and to go home if they wish. Please note visitors on Piam Brown ward should not leave the ward.
- If your child has tested positive for COVID-19 (or is awaiting test results), you will be provided with a surgical mask to wear while in your child's room. You should keep your mask on when you leave the ward area.
- If your child is being cared for on PICU you will be provided with a surgical mask to wear while on the unit. If your child has tested negative for COVID-19, you should dispose of your mask when you leave the unit.

Quick guide to visiting

	Awaiting test results		COVID-19 positive			COVID-19 negative	
	PICU cubicle	PMU cubicle	GICU	PICU cubicle	C5 cubicle	PICU open bay	Ward
1 visitor	✓	✓	✗	✓	✓	✓	✓
2nd visitor (on rotation)	✗	✗	✗	at consultant's discretion	If patient staying 7+ days	at consultant's discretion	If patient staying 7+ days
Can they leave the ward?	Only to go to PICU parent accommodation	✗	N/A	Only to go to PICU parent accommodation or directly home	Only to go directly home	Can walk around site for a break or to the shops	Can walk around site for a break or to the shops
Can they go home?	✗	✗	N/A	✓	✓	✓	✓
What PPE is required?	Surgical mask when in cubicle and when leaving cubicle	Surgical mask when in cubicle and when leaving cubicle	N/A	Surgical mask when in cubicle and when leaving cubicle	Surgical mask when in cubicle and when leaving cubicle	Surgical mask when in the unit	None

If you have concerns, questions, or exceptional circumstances you feel need consideration, please speak to the nurse in charge or ward manager.

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.

Prevent the spread of infection

- Catch it: Germs spread easily. Use tissues to catch your cough or sneeze.
- Bin it: Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.
- Kill it: Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.

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.

Free TV, radio and phone calls for patients

The Hospedia bedside TV units are currently free for patients to use. This offer includes:

- the five terrestrial and Freeview channels
- free outbound calls to 01, 02 and 03 numbers
- free outbound mobile calls (capped at two minutes but multiple calls can be made)
- free hospital radio

Thank you to Hospedia for reducing the costs. The remaining fee has been covered by the Trust as a way of making a stay in hospital more bearable during this time.

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

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.

Parent/carer support line

If you have any questions about your child's care (such as questions about a long-term condition, treatment or an upcoming procedure/operation, for example) contact our dedicated parent/carer support line on: **07557 174537** (available 8.30am to 4.30pm, Monday to Friday). Answers to your questions will be sought from the relevant healthcare team.

If we are unable to answer your call please leave a voice message or text message if you prefer and we will return your call. This may be the following day, or Monday if your call is over the weekend.

When leaving a message/text please leave:

- your contact number
- your child's name
- their date of birth, and hospital number if known.

This is not an emergency service – If your child is ill please call 111 or 999 in an emergency.

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **023 8120 4688**.

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalneeds**

www.uhs.nhs.uk/childrenshospital

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