



The Prince & Princess
of Wales Hospice

Visiting Guidelines



**Information for
Patients, Families and Carers**

ppwh.org.uk

The Prince & Princess of Wales Hospice. Scottish registered charity SC012372

We are Glasgow's Hospice

Visiting information for you

Please read this information carefully about the visiting arrangements we have in place here at the hospice.

During the coronavirus COVID-19 outbreak, we have had to put in place measures to protect our patients their families and our staff. If you have any particular concerns, please speak to the nurse in charge as we are committed to person centered care while managing the risks to our patients and visitors. We are continually reviewing and updating our visiting practices.

To help us reduce the risk of the infection being spread:

- Each patient can have 4 visitors, each day. Please ring the ward on 0141-420-6785 to book a visit
- Face covering/mask must be always worn unless there is a reason you cannot, and if so let the ward staff know prior to visiting.
- Please clean your hands using the hand sanitiser before and after you leave the ward and when you touch anything.
- Please maintain two metres distance from others.
- You will be asked to provide your contact details to reception staff. This is normal in the current circumstances to assist Public Health, Test and Protect colleagues should there be a need to contact you. Your information will not be used in any other way and stored securely.

- There may be situations where staff may have to ask you to step outside the ward temporarily or to wait in reception prior to your visit. We will always explain when this is necessary. Your support and understanding when this is necessary is appreciated to ensure everyone's safety and privacy.
- To help keep everyone safe, **we strongly recommend that all visitors have a voluntary Lateral Flow Test prior to visiting and then undertake these twice a week for as long as you are visiting. We have boxes of tests kits at reception which you can take home and use.** We will also have information on how you can access more. If you do not wish to have a test or are not able to test this will not be an obstacle to a visit.

Virtual visiting

We will do all we can to assist patients with keeping in touch with other family or friends using social media or digital solutions. We have laptops and iPads on the ward which patients can use to keep in touch through Whatsapp or Facetime. Please speak to the staff about arranging this.

Please make sure that you keep a social distance (two meters) from staff and other visitors while you are in the ward, or the grounds and know that we are taking these measures so that we can look after our patients, families and staff as well as we can during these extreme circumstances.

Self-isolate – Please do not attend if you are unwell, if you are a household contact or have otherwise been informed that you are a close contact of a confirmed case of COVID-19 and have been advised to self-isolate or must self-isolate for another reason. If you have any symptoms of coronavirus – high temperature, shortness of breath and/or a persistent cough, or change in or loss of taste or smell or have been told to self isolate as a close contact please inform the ward staff immediately and do not enter the building.

You should not visit if you have the above symptoms but follow government advice and self isolate. Please contact the ward and we will arrange a safe way for you to visit.

We are constantly reviewing our guidance in line with Scottish Government Guidance

Our values

We have worked closely with our patients, families, staff and volunteers to define what is most important to all of us, the values that we hold dear and underpin all of the work we do here at the hospice.

We believe in:

- Care and compassion for patients and families
- Everyone feeling valued as part of the hospice community
- Fairness and integrity
- Dignity and respect
- Striving for excellence

We have high expectations of our staff and volunteers who are supported, developed and educated to strive for excellence in their care of patients and families. We also expect patients and families to treat our staff and volunteers with dignity and respect. Aggression towards our staff or volunteers will not be tolerated as it is not in line with our values.

Your feedback matters

Your views

We are always keen to hear about your experiences of care – what has worked and where we can improve. This helps us to develop and improve our services.

Leave your comments by:

- Our online feedback survey:
www.ppwh.org.uk/HospiceFeedback
- Suggestion boxes with 'You Said, We Did' Cards to provide your suggestions are positioned in day services, inpatient unit and in the reception area of the hospice.
- Writing to: Chief Executive
The Prince & Princess of Wales Hospice
20 Dumbreck Road
Bellahouston Park
Glasgow
G41 5BW

Confidentiality will be maintained and all written comments and suggestions will receive a reply in writing within 10 working days.

We also have a hospice participation forum with members including patients, their relatives, healthcare workers and volunteers with a relevant interest in supporting and improving hospice services. The forum meets monthly at the hospice and is engaged in supporting conversations and decision making regarding the hospice and the services it offers. For further information on the hospice participation forum please contact the chair, Fiona Wylie by email Fiona.Wylie@ppwh.org.uk.

Complaints

The hospice aims to settle the majority of complaints quickly and satisfactorily. The complaint may be resolved by way of an apology, by providing the service required or by providing an acceptable explanation to the individual.

Individuals wishing to make a complaint can contact the hospice by:

- **Emailing:** info@ppwh.org.uk
- **Writing to:** Chief Executive
The Prince & Princess of Wales Hospice
20 Dumbreck Road
Bellahouston Park
Glasgow
G41 5BW
- **Using Complaints:** Comments or Suggestions form available on request from the Hospice. The hospice can provide support to individuals who require assistance to ensure they are able to express their complaint adequately through the above medium. Our aim is to resolve any complaints within 30 working days and to provide you with a full explanation of the outcome. Should you feel your complaint has not been resolved satisfactorily by the hospice, you may contact Healthcare Improvement Scotland (our care regulator) to make a complaint or for advice:

Programme Manager
Independent Healthcare Team
Gyle Square
1 South Gyle Crescent
Edinburgh
EH12 9EB

T: 0131 623 4342

W: www.healthcareimprovementscotland.org

E: hcis.clinicregulation@nhs.net



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