



Guidance for visitors during COVID-19 outbreak

General information

A guide for patients and carers

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During the Coronavirus outbreak, The Clatterbridge Cancer Centre has had to restrict visiting to our hospital. This is to protect our patients, those important to them, our staff and our community from the spread of coronavirus by coming into contact with people who may not have symptoms of it.

You may only be permitted to visit under exceptional circumstances, such as if your loved one is thought to be dying. We know this is an extremely stressful time and we will do all we can to support you, but it is very important that you read this leaflet carefully. It details everything you must do to keep yourself and others safe when visiting.

Thank you for taking the time to read and follow this guidance during this difficult time.



Who can visit under these exceptional circumstances?

A visitor can be anyone; family or friend, however you must be aware of the risk. Anyone can catch or spread coronavirus and wearing protective equipment does not protect you entirely, we can only minimise the risk as much as possible. Therefore, if you have an underlying health concern or are over the age of 70, you must be aware that your decision to visit is taken at your own risk.

We have 2 inpatient wards - Mersey and Conway. Whilst 2 visitors per patient are permitted per patient on Mersey ward, only 1 visitor per patient is allowed on Conway ward, as this is where patients suspected of having coronavirus are cared for, so the risk of catching the virus is higher.

If you are a patient's named visitor you may visit as frequently and stay as long as you like, however you may not swap with someone else once you have visited; only you are permitted to visit again. This is to reduce the risk of the virus spreading to more people.

Ward telephone numbers

Mersey Ward: 0151 556 5023

Conway Ward: 0151 556 5019

Before you arrive at our hospital

Before coming to the hospital, make sure that the ward you are visiting is aware and agrees for you to visit. You may already have this agreement if they have asked you to come in.

Ask yourself the following questions:

- 1) Have you had a temperature or felt overly hot in the last 24 hours?
- 2) Do you have a new, continuous cough?
- 3) Do you feel generally unwell?

If the answer to any of these questions is **'yes'** then you must not visit.

When you arrive

You must come through the main entrance. You will be asked to clean your hands thoroughly and put on a face mask which must cover your nose and mouth. Open the mask and secure it so that it covers your nose and mouth and mould the metal strip over your nose as shown in the picture.



With both hands, mould the metal strip over the bridge of your nose.



You must leave the mask on unless told to remove it. You must go straight to the ward and are not permitted to wait in the communal areas of the hospital.

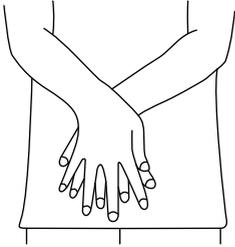
If you are arriving out of hours, telephone the ward from a mobile phone when you arrive so that someone lets you in through the main entrance.

On the ward

You must wear gloves and an apron when visiting, as well as the face mask you will receive when arriving at the hospital. If your loved one is receiving a procedure or treatment which generates aerosols you may be given a different gown and mask to wear. Our staff on the ward will help you get into the appropriate clothing as you enter the ward - please do not go into the ward until you are told to do so. If your loved one is being cared for in a side room, you must remain in the side room with them and are not permitted to leave the room unless you are leaving the hospital entirely. You are not permitted to go out for cigarettes. You are allowed to use the toilet and washing facilities in the side room and food and refreshments will be brought to you - you may also bring food in from home. If you need to speak to a member of the ward team, please use the patient's call button and someone will come to you - do not leave the side room to look for a member of staff.

It is really important that you put on and remove the personal protective equipment (PPE) (gloves, apron and surgical mask) in the correct way and afterwards to wash or gel your hands thoroughly.

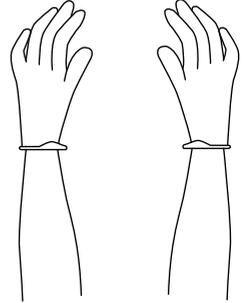
Putting on your PPE



Perform hand hygiene before putting on PPE.



Put on apron and tie at waist.



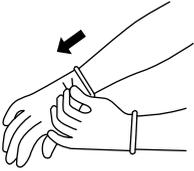
Put on gloves.

The order of removing your PPE is to minimise the chance of contaminating yourself but don't worry as the ward staff will help and there are posters if you need a reminder. As a general rule, remove gloves, apron and decontaminate your hands by washing with soap and water.

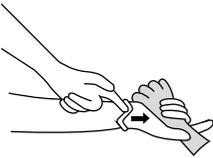
Leave the ward then remove the mask once outside the hospital and gel your hands again.



Removing your PPE



Remove gloves. Grasp the outside of glove with the opposite gloved hand; peel off. Hold the removed glove in the remaining gloved hand



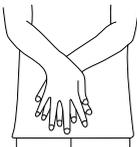
Slide the fingers of the un-gloved hand under the remaining glove at the wrist. Peel the remaining glove off over the first glove and discard.



Unfasten or break apron ties at the neck and let the apron fold down on itself.



Break ties at waist and fold apron in on itself - do not touch the outside - this will be contaminated. Discard.



Clean hands.

How we produce our information

All of our leaflets are produced by staff at The Clatterbridge Cancer Centre and this information is not sponsored or influenced in any way. Every effort is made to ensure that the information included in this leaflet is accurate and complete and we hope that it will add to any professional advice you have had. All our leaflets are evidence based where appropriate and they are regularly reviewed and updated. If you are concerned about your health in any way, you should consult your healthcare team.

We rely on a number of sources to gather evidence for our information. All of our information is in line with accepted national or international guidelines where possible. Where no guidelines exist, we rely on other reliable sources such as systematic reviews, published clinical trials data or a consensus review of experts. We also use medical textbooks, journals and government publications.

References for this leaflet can be obtained by telephoning 0151 556 5570.

If you need this leaflet in large print, Braille, audio or different language, please call 0151 556 5570.

If you have a comment, concern, compliment or complaint, please call 0151 556 5203.

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