

# Keeping in Touch with Loved Ones

**Keeping in touch with loved ones and friends is important, and the Norfolk and Norwich hospital support this in a number of ways:**



## **Virtual Visiting**

We're using iPads to enable patients and their family and friends to see and speak to each other while they're in hospital. Our Speech & Language Therapy team also supports anyone who needs help communicating, so everyone can stay in touch. Arrange a Virtual Visit by contacting the appropriate ward.



## **Best Wishes Service**

PALS provides a service to ensure patients receive Best Wishes messages from their family and friends as quickly as possible. Messages can be sent to PALS by email to forward to the Ward the next working day:

**PALS@nnuh.nhs.uk**

## **Booking Visits**

For safety, we encourage only essential visits and patients in non-Covid inpatient wards can have one named visitor a day, for one hour. There are three time slots for visiting a day - 10am-Midday, 2-4pm, and 6-8pm. Booking is required, at least 24 hours before you wish to visit and calls should be made between 10am-Midday.

To book your visit, please call the appropriate ward directly, or call our Switchboard on **01603 286 286**.

To ensure the safety of our patients, visitors and staff, there are some restrictions in place for visits to inpatients. For more information on restrictions, exceptions to restricted visiting, and what to expect when you visit, please see overleaf.

### Visiting Restrictions

- Only named visitors (agreed through the booking process) will be admitted to the wards and no one can attend if they have any symptoms of Coronavirus (a high temperature, new continuous cough, loss of taste and smell) or have been contacted to self-isolate via Test and Trace.
- No children allowed to visit adult inpatient areas.
- No visiting is permitted on wards with Covid patients except in exceptional circumstances (detailed below).

### Exceptions to Restricted Visiting

- Patients receiving end-of-life care, or where there is significant deterioration
- Patients with a mental health issue such as dementia, a learning disability or autism
- Parents with babies in the Neonatal Intensive Care Unit (NICU)
- Parents or appropriate adults visiting their child
- Birth partners for women in labour and on ante and post-natal wards

### **What to Expect when you Visit**

All visitors are expected to:

- Go directly to and from the ward without visiting other areas of the hospital (including cafes, restaurants and shops)
- Report to the ward desk on arrival
- Remove their coat, roll up sleeves, and wash or sanitise their hands on entering the ward
- Not bring unnecessary items
- Wear a face-covering throughout their visit
- Follow social distancing except where the patient is part of their household or bubble
- Wash or sanitise their hands on leaving.

