

## Infection Prevention Control

# Information for patients during the coronavirus (COVID-19) pandemic

As part of the coronavirus (COVID-19) pandemic, University Hospitals Coventry and Warwickshire (UHCW) NHS Trust has introduced a wide variety of important measures to protect our patients, visitors and staff.

This document outlines what you can expect to see and how it will impact you.

### COVID-19 screening

Before attending the hospital, you will be asked if you or anyone in your household has had any symptoms relating to COVID-19.

In particular, the questions will include:

- Are you or is anybody in your household currently experiencing:
  - A high temperature
  - A new, continuous cough
  - Loss of taste or smell
- Have you had contact with a confirmed or suspected case of COVID-19?

Please be aware that you will be asked these questions when you arrive and throughout your stay. We will also take your temperature regularly, and you will be screened (swabs taken) on admission as routine.

Patients having planned surgical procedures will be notified of requirements for pre-screening, leading up to admission.

If your hospital stay is longer than seven days, we will screen you again



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and at any time, should you have symptoms, as above.

### Social distancing measures

Social distancing measures are steps you can take to reduce social interaction between people. This helps to reduce the transmission of diseases and COVID-19.

Social distancing practices have been introduced across the UHCW site and we have signs to help you follow these. Measures include spaced out chairs in clinics, Perspex screens in Outpatient areas, visual markings on floors and extra signs in busy areas including main entrances, corridors and lifts.

The signs you can expect to see include:



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### **Zones dependent on swab results and clinical needs**

UHCW has created separate zone areas for patients depending on their swab results and clinical needs. This is to ensure the safety of all patients. Screening tests and welfare checks will help UHCW staff to maintain separate zones and ensure the needs of patients are met.

### **Restrictions for visiting**

In line with national guidance, patient visiting is restricted at UHCW, with some local discretion.

Visiting may be permitted in the following areas or circumstances:

- One visitor for each child in the Paediatric wards.
- Birthing partners that are required in maternity.
- Visiting on compassionate grounds (for seriously ill patients or those receiving end-of-life care or for those patients requiring additional support, for example, patients with dementia, delirium or learning disability).

This guidance is subject to change.

### **Wearing PPE when entering UHCW site**

Please be advised that you are required to wear a mask / face covering when entering the hospital building(s). This applies to patients, (all) visitors and staff.

We also ask you not to wear gloves when coming into the hospital. The best way to stop germs from spreading is to clean your hands regularly and thoroughly. Alcohol gel is placed within dispensers on hospital entry and on ward and department entrance points.

During your stay you will notice UHCW staff wearing PPE whilst caring for you. The PPE may include masks, gloves and aprons and this is to protect everyone.

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### Disposing of PPE you bring to UHCW site

If you would like to dispose of your mask as you leave, please use any bin that has an orange bin bag in it. Additional bins have been placed by entrances and exits and by the restaurant in the main atrium.

### Hand hygiene facilities at UHCW site

Hand hygiene facilities are available for use by staff, patients and visitors throughout our site and we encourage everyone to use the alcohol hand rub dispensers and soap and water as required.

We also offer hand wipes to patients before touching food items. Please ask for wipes if you feel you need them.

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### Alcohol handrub hand hygiene technique – for visibly clean hands

- 1 Apply a small amount (about 3 ml) of the product in a cupped hand
- 2 Rub hands together palm to palm, spreading the handrub over the hands
- 3 Rub back of each hand with palm of other hand with fingers interlaced
- 4 Rub palm to palm with fingers interlaced
- 5 Rub back of fingers to opposing palms with fingers interlocked
- 6 Rub each thumb clasped in opposite hand using a rotational movement
- 7 Rub tips of fingers in opposite palm in a circular motion
- 8 Rub each wrist with opposite hand
- 9 Wait until product has evaporated and hands are dry (do not use paper towels)
- 10 The process should take 15–30 seconds

**clearyourhands**  
campaign

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Adapted from World Health Organization Guidelines on Hand Hygiene in Health Care

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### **Cleaning on site**

We are carrying out extra cleaning activities across UHCW, including communal areas, to help stop the spread of infections.

If you have any concerns about cleanliness during your stay or visit, please talk to the ward staff so we can act upon this.

### **Refreshments during your stay**

Refreshments such as snacks and drinks are available to purchase during your stay at UHCW.

Please be aware that some areas that include seating and staff only areas may be restricted due to social distancing in our facilities and shops. This is subject to change.

### **Car parking**

We are encouraging patients and visitors to pay for car parking online to limit queues and contact at payment machines.

Payments can be made after you have left the site before midnight the same day. To do this:

- Use the PAYBYPHONE mobile app
- Visit [www.paybyphone.co.uk](http://www.paybyphone.co.uk)
- Text REG and your registration to 65565
- Call 03304007275 and follow the instructions
- You will be prompted to enter the length of your stay in the car park and your payment details.

For more information, visit <https://www.uhcw.nhs.uk/news/automatic-number-plate-recognition-anpr-system-at-hospital-of-st-cross-rugby-public-car-parks/>

## Patient Information

The Trust has access to interpreting and translation services. If you need this Information in another language or format please contact 024 7696 5555 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

### Document History

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