

Patient Information

Core Services

Compassionate Visiting Guidance (adult inpatients)

Patient visiting remains suspended at both of our sites – University Hospital Coventry and Warwickshire (UHCW) and The Hospital of St Cross, Rugby. However, in some cases such as the compassionate exceptions listed below, visiting may be allowed.

What are the compassionate exceptions?

The compassionate exceptions are for the following vulnerable patients:

- Those who have dementia, learning disabilities or patients receiving end-of-life care.
- Patients with physical disabilities or sensory impairments (such as Deafness, blindness, visual impairment or hearing impairment).
- Patients that usually have daily support and special needs care.

How can I arrange visiting on compassionate grounds?

You will need to make arrangements with wards or departments before your visit.

Arrangements will depend on the inpatient setting, the need for Personal Protective Equipment (PPE) and maintaining social distancing between visitors, staff and other patients.

Important information:

- You must speak to the ward team or the nurse in charge to arrange a visit.



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- Wear a face covering when visiting the hospital site. You may also be asked to wear further PPE including a surgical face mask when moving around clinical areas. Where a visitor is clinically exempt from wearing a face covering a member of staff will have a discussion with them before they arrive on site.
- Please follow all social distancing guidelines during your visit and regularly wash your hands or use the alcohol hand rub available across the site.
- The number of visitors at the bedside is limited to one close family member or somebody important to the patient. However, where it is possible to maintain social distancing throughout the visit, a second additional visitor may be allowed.
- **You must not visit in any circumstances if you are showing symptoms of COVID-19**, even if these symptoms are mild or intermittent. This is important to help us to prevent the spread of the disease. If you display symptoms of COVID-19 when attending our sites you will be requested to leave, self-isolate at home and organise a test.

For more information and to arrange visiting on compassionate grounds, please contact the main hospital telephone number and request to speak to the nurse in charge or ward manager on the ward you wish to visit: 024 7696 4000.

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.

To give feedback on this leaflet please email feedback@uhcw.nhs.uk

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