

## Infection Prevention and Control

# Help us stop the spread of COVID-19 when visiting the Trust

We remain committed to protecting visitors, patients, and staff from Covid-19. If you're coming to hospital, there are some guidelines and behaviours we're asking our visitors to follow. These are an important part of the measures we've put in place to keep everyone at the hospital – patients, families, our staff – as safe as possible.

NHS advice about COVID-19, including symptoms, testing, and vaccination is available here: <https://www.nhs.uk/conditions/coronavirus-covid-19/>

## What is COVID-19 and what are the main symptoms?

This is a virus that affects the lungs and therefore people's breathing. The main symptoms are:

- New, continuous cough
- High temperature
- Loss of or change to your sense of smell or taste
- Shortness of breath
- Feeling tired or exhausted
- An aching body
- A headache
- A sore throat
- A blocked or runny nose



## Patient Information

- Loss of appetite
- Diarrhoea
- Feeling sick or being sick

These symptoms are like lots of other common illnesses. The only way you can be sure if someone has COVID-19 is to test them.

NHS information about COVID-19 symptoms can be found here:

[nhs.uk/conditions/coronavirus-covid-19/](https://www.nhs.uk/conditions/coronavirus-covid-19/)

## What do I do if I feel unwell with COVID-19 symptoms? What if I have come into close contact with someone affected?

**Do not come to the hospital** if you are due to attend the hospital and:

- **feel unwell with COVID-19 symptoms**, or
- think you may have come into close contact with someone affected

Please call your **Specialty team** using the details on your appointment letter for advice.

If you are unable to reach your Specialty team, please contact the **main switchboard on 024 7696 4000** for further assistance.

## What do I do if someone in my household develops symptoms?

If you, or someone close to you, has, or has had COVID-19 symptoms, please do not come to the hospital.

Please call your **Specialty team** for advice.

If you are unable to reach your Specialty team, please contact the **main switchboard on 02476 964000** for further assistance.

### **What should I expect when I arrive at the hospital?**

You may notice signage reminding everyone to clean their hands, and to wear masks in certain areas. These measures help keep everyone safe.

**Sanitisation stations** have been introduced at main entrances of both hospital sites. They can also be found at many internal reception/entrance areas. Everyone is welcome to use them. Please ask a member of staff if you need help to locate these facilities.

### **What are you doing to protect visitors to the hospital?**

Your safety, and that of all our patients, families and staff is our number one priority.

You will notice staff wearing different levels of PPE in areas where there is a higher risk of COVID-19 and the spread of infection. PPE may include masks, gloves, and aprons; this is to protect everyone.

Staff are trained on how to reduce passing on COVID-19 within hospital, including:

- when masks and other types of PPE should be worn
- how cleaning activities should be carried out across the hospital

Please note, staff are not required to wear face masks in non-clinical and communal areas unless they choose to.

### **What measures have you put in place at the hospital for hand hygiene?**

Everyone should take steps to avoid passing on infections. This includes good hand hygiene, and not touching your eyes, nose and mouth.

We also ask you not to wear gloves when coming into hospital. The best way to stop germs from spreading is to clean your hands regularly and thoroughly.

## Patient Information

Hand gel is available:

- near entry points to both hospitals
- at frequent locations throughout communal areas
- on ward and department entrance points

You can wash your hands with soap and water:

- by visiting public toilets located across the Trust
- at handwashing sinks within wards if you are an in-patient

If you are an in-patient, you will be provided with a hand wipe within your cutlery pack at mealtimes. This is for use before eating.

- When you arrive at the hospital, please clean your hands.
- If you choose to visit one of the catering facilities within the hospital, please clean your hands before eating/drinking to protect yourself.
- When you arrive at your appointment destination, which may be outpatients, a ward, or department, please use the hand gel or wash your hands before you check in.
- When you leave the department/ward of your appointment, please use the hand gel or wash your hands again before travelling through the hospital.
- Cleaning your hands as you exit the hospital is the best way to protect yourself.

## Should I wear a face mask?

We ask that visitors wear face masks (if tolerated) when entering clinical areas including

- all wards and departments
- outpatients
- clinics

A supply of masks are available at entrance points to clinical areas if required.

## Patient Information

Masks can be removed if desired when in non-clinical areas such as

- in corridors
- when walking around the building
- when using restaurant facilities

If you prefer to wear a face mask at all times when attending, please bring one with you or take one from a dispenser as you enter the hospital.

Please see the separate **“Wearing a face mask”** leaflet available on our website for more information on how to use face masks effectively (<https://www.uhcw.nhs.uk/patient-information-leaflets/core-services/infection-control/>).

## What are the parking arrangements?

There are charges for car parking at both hospital sites, with exceptions and subsidies in place.

In addition to payment machines, we use PayByPhone to provide online/App payment facilities.

We encourage patients and visitors to pay for car parking online where possible. This limits queues and contact at payment machines.

**Further details about car parking, including charges, exemptions, and how to pay can be found here:**

(see [University Hospital - University Hospitals Coventry & Warwickshire \(uhcw.nhs.uk\)](https://www.uhcw.nhs.uk) – travel by car)

## Can my relatives visit the hospital with me?

**Yes.** For the safety of all, we continually review our visiting arrangements. We communicate changes via our website, media, and social media channels.

## Patient Information

For the latest visiting information please see: [Visiting - University Hospitals Coventry & Warwickshire \(uhcw.nhs.uk\)](https://www.uhcw.nhs.uk/visiting)

### Can I get a drink or something to eat at the hospital?

**Yes.** There are a variety of shops and restaurants at both hospital sites.

### What do I do if I need an interpreter or signer?

The Trust has access to interpreting and sign language services. If you need these during your appointment, they will be booked on your behalf.

If you have not already let the Trust know of your interpreter/signer need, or your need has changed, please contact your **Specialty team** using the details on your appointment letter.

The Trust has access to interpreting and translation services. If you need this information in another language or format, please contact 024 7696 4791 and we will do our best to meet your needs.

The Trust operates a smoke free policy.

### Did we get it right?

We would like you to tell us what you think about our services. This helps us make further improvements and recognise members of staff who provide a good service.

Have your say. Scan the QR code or visit:

[www.uhcw.nhs.uk/feedback](https://www.uhcw.nhs.uk/feedback)



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