welcome...

Person centred care and visiting within NHS Grampian

NHS
Grampian

Virtual Visiting

Virtual Visiting
Information Guide

NHS Grampian is committed to a person-centred approach to safe and effective care delivery with people at the centre of all that it does. A person centred care and visiting approach, welcome ward has been in operation within NHS Grampian since 2017. However, as a consequence of the COVID-19 pandemic, NHS Grampian has taken the decision to suspend visiting times at all NHS Grampian hospitals.

To limit the spread of Covid-19 and to protect our most vulnerable patients and ensure the safety of our staff, visiting was suspended indefinitely from Tuesday 24 March at midnight.

No visiting allowed (except when patients are at the end of their life or if there is a clinical emergency) in the following hospitals:

- Aberdeen Royal Infirmary
- Royal Cornhill Hospital
- Dr Gray's Hospital
- Woodend Hospital
- Aberdeenshire Community Hospitals
- Moray Community Hospitals

Restricted visiting will continue in:

- Royal Aberdeen Children's Hospital
  – one parent only.

- Aberdeen Maternity Hospital and Maternity Units
  – one birthing partner only.

Restricted visitors, who are unwell, have flu-like symptoms, cough or a fever or cold **should not visit.**

Restricted visitors who are self-isolating as someone in their household is unwell **should not visit.**

Restricted Visitors are asked to ensure they adhere to social distancing guidance and a **2 metre** distance from other visitors, patients and staff.

Restricted visitors **MUST** use hand sanitiser when entering and leaving clinical areas

No children allowed to visit.

Virtual Visiting

During this unprecedented time it is vital that we continue to find ways to support patients to maintain contact with the people who matter most. Whilst the majority of people will have their own phone or tablet, there are those who do not have access to this technology and are therefore more vulnerable to isolation, loneliness and not being able to access the support of those that matter to them.

As you cannot visit in person, please use technology such as social media and phone calls to stay in touch.

To enable regular contact with families and friends, patients are encouraged to use personal Wi-Fi enabled devices to telephone and video call. Wi-Fi is now enabled on the Foresterhill Campus for patient use.

If the patient does not have access to their own phone or tablet, we are offering virtual visiting. This will include access to IT to support patients and their families to stay connected.

It is essential you do not visit if you have a persistent cough, flu like symptoms or fever.

Thank you for your understanding.

All arrangements MUST be made through the nurse in charge of the ward.

Staff specific information

- Please refer to NHS Grampian Virtual Visiting Guidance: Decontamination of iPad / Smartphone.
- For any IT issues relating to the technology please contact eHealth in the first instance.
- Please ensure that iPads / smartphones provided by the NHS Grampian Virtual Visiting Development remain within the host ward area.

Please follow the guidelines below when conducting a virtual visit:

Please ensure that no other patients can be seen when holding your call.

Always use a front facing camera.

Ensure that nothing can be seen behind you.

Please use headphones if possible.

Talk at normal levels and be aware that your side of the conversation may be overheard by other patients and staff members.

Do not make calls once lights out has occurred.

If you are away from your bed please put your phone on silent to avoid disturbing other patients.

Please return the device to staff in the clinical area immediately after use (if using NHS Grampian equipment).

Thank you for your understanding and co-operation.

Person Centred Care & Visiting Within NHS Grampian
Virtual Visiting - Information Guide
Version 1

This publication is also available in other formats and languages on request. Please call Equality and Diversity on 01224 551116 or 01224 552245 or email grampian@nhs.net

Ask for publication CGD 200295

NHS Grampian - caring • listening • improving