

Information for visitors to St Luke's Hospice, Little Common Lane

With the accelerating spread of the COVID-19 coronavirus, St Luke's continues to make the safety of patients, visitors and staff its highest priority.

In order to maintain our premises as a safe space for all, we require all visitors to St Luke's at Little Common Lane to note the changed arrangements and follow the guidelines as outlined below:

- **Entry** to the building for visitors will be restricted to the hours of 08:00hrs-21:00hrs for the foreseeable future. There will be no access outside these hours.
- Visits to St Luke's will be by **prior arrangement only**.
- We ask that **everyone** wishing to visit St Luke's contacts us in advance by calling 01142369911 prior to visiting, to go through some screening questions as advised by Public Health England. **The questions must be answered for every person in the visiting party.**
- Visitors will need to buzz and speak to the Reception Team before being allowed access to the building.
- Visitors will be required to use hand-sanitising gel, and wash their hands in the reception area, **before** entering the In Patient Centre, and at regular intervals during their stay.
- If you require any assistance with any of the above, please ask for advice.
- Visitors will be able to leave St Luke's between 21:00hrs and 08:00hrs but will not be able to regain access until the following morning, unless by prior arrangement.
- Visitors will need to be prepared to go through the above procedure each time they wish to re-enter the building.

Once safely inside the building, visitors will be able to stay within the St Luke's, including through the night. The St Luke's team has the comfort of all visitors at the forefront of its thoughts, and every effort will be made to ensure that visitors staying in the building for extended periods of time will have access to refreshments.

If you have any concerns or questions, please do not hesitate to contact a member of staff,

With kind regards, and many thanks for your cooperation.

Sam Kyeremateng

Medical Director

Jo Lenton

Director of Care