Information for Patients

Visiting Arrangements at the Royal Alexandra Hospital from 13 October 2021

Changes to Visiting

To make sure we are keeping you, your family and our staff safe we have taken the difficult decision to limit visiting to ‘essential visits’ only from 8pm on 13 October 2021. This is due to an increase in the number of people we are seeing who have COVID-19.

This is a temporary situation. We will review this in 3 weeks’ time to assess when it will be safe to return to normal visiting again.

We understand the vital support that your family and friends provide when you are in hospital and are sorry for how this will affect you and your family. We will help you to remain in contact with them using other means as much as possible.

What is an ‘essential visit’?

Examples of an essential visit include if:

- You are receiving end-of-life care
- You need family support due to a mental health issue, or dementia, or a learning disability or autism
- You are a child or young adult
- You are pregnant and need the support of your birth partner
- You have a carer who is continuing to provide support for you while you are in hospital

We will apply these ‘essential visiting arrangements’ flexibly and compassionately based on your individual needs.
How will I keep in touch with my family?

We are offering ‘virtual visiting’ (video call) for all patients.

All wards have iPads specially set up to make video calls. This lets you see and talk to the people who matter to you.

If you have your own mobile phone, tablet or laptop we can also help you to do this using your equipment if you are not able to do this yourself.

How will my family know that they can ask for a video call?

When we speak to your family on the phone we will tell them that we can set up a video call with you. This information is also available on our website.

There may be times when the ward is busy so we ask for your patience if we are not able to help with a video call immediately.

What if I need my family to bring me fresh clothes or other essential things?

We are providing a ‘Give and Go Service’ so that your family can drop off essential things that you need and also pick-up any dirty laundry. We will tell your family about this when they phone us. This information is also on our website.

Is there anyone else I can talk to?

Healthcare chaplains are available to offer support and a listening service between 9am - 5pm Mon – Thurs and at weekends, from Friday - Sunday 9am – 10pm. If you wish to speak with someone confidentially, please ask a member of ward staff to contact switchboard and ask for the on-call chaplain.

There may however be some occasions, when a healthcare chaplain cannot see you in person. On these occasions, they may be able to meet with you virtually through the 'Attend Anywhere' App on the hospital iPad or on your own device.

What if I have any questions?

Please do not hesitate to speak to any of the ward staff if you have any questions. We are all happy to help and thank you for your patience and understanding.