

Visiting Information Leaflet

Welcome

We are pleased to let you know in line with restrictions easing and the announcement from the First Minister for all local authority areas to move down to level three on **Monday 26 April 2021**, every patient in Scotland (where possible) will be able to have at least one visitor to enable family support while they are in hospital.

The Scottish Government has published new guidance to support the implementation of the extension to visiting arrangements, which can be found on the [Scottish Government Website](#).

We welcome support from family and friends in hospital; we know that this is a vital support to patients, not least with nutrition, healing, recovery and overall quality of care. We also need to make sure our patients, families and staff are as safe as possible during the COVID-19 pandemic, so visiting needs to continue to be carefully managed.

Who can visit?

Only one family member or friend, chosen by the patient or their guardian, carer or power of attorney can visit at present.

Visiting arrangements will be organised as flexibly as possible to ensure the safety of patients, family and staff.

There may be situations where staff may have to ask you to step outside the ward temporarily or to leave the ward during your visit. We will always explain when this is necessary. Your support and understanding when this is necessary is appreciated to ensure everyone's safety and privacy.

Can the person chosen to visit be changed?

The person providing support can be changed if required.

Examples of when this may happen include:

- if a person in hospital needs support from a different person for a variety of reasons, or
- if the person who has been providing support becomes unwell, needs a rest or is unable to visit for some other reason.

However, **changing the named person multiple times in a day or perhaps daily would not be expected in normal circumstances.**

How do I arrange a visit?

If you are chosen to visit, please contact the ward to arrange a visit in advance.

It is important that we continue to limit the number of people present in the ward at any one time. To help manage this there are maximum numbers of people permitted in a room at any one time to ensure we can all follow physical distancing rules.

A list of telephone numbers can be found for all wards and departments on the [NHSGGC website](#) or alternatively contact the hospital switchboard.

Can other people visit with me?

We understand in some cases, the family member chosen to visit may need to be accompanied by another person, for example a child visiting a parent or sibling, or a frail elderly person who cannot attend the hospital independently. The presence of this additional person will be facilitated – ward staff will explain how this will be supported.

When can I visit?

From **Monday 26 April**, every patient (where possible) in hospital will be able to have one family or friend visit.

Why might I not be able to visit?

COVID-19 is still with us and can be transmitted easily. To reduce risks careful attention to infection prevention and control measures around family support still need to be maintained.

There are many vulnerable patients in our hospital wards and in particular, some types of illness and types of treatments where we need to proceed with extreme caution, ensure a risk assessment is undertaken appropriately, and reassessed as and when circumstances change.

A consultant led MDT individual risk assessment is advised for high-risk patients to aid decision making to determine whether visits can be safely supported or not. Some examples of patients who would require this review would be those undergoing surgery or patients with low immunity.

If a visit is not possible, we will provide you with an explanation why this is necessary. We will keep this under review where possible and will reassess as circumstances change.

If visiting is restricted, are there situations when a visit is possible?

If there is a need to restrict visiting to a particular ward or area for example due to an outbreak of COVID-19 or rapidly increasing community transmission, **essential visits will continue.**

Examples of the type of situations where “essential visiting” is possible are as follows:

- a birth partner supporting a woman during hospital visits
- a person receiving end-of-life care – we expect this to be defined as flexibly and compassionately as possible, to support patients at the end of life spending meaningful time with their loved ones in their final days, weeks or months
- to support someone with a mental health issue, or dementia, or a learning disability or autism, where not being present would cause the patient to be distressed

- to accompany a child in hospital.

What if I or another family and friends cannot visit?

If you cannot visit in person, please use technology such as social media and phone calls to stay in touch. If the person you want to speak to does not have access to his or her own phone or tablet, please access our [Person Centred Virtual Visiting service](#). All wards have iPads specially set up to enable 'virtual visits' (video call) allowing patients to see and talk to the people who matter to them using FaceTime, Skype or Zoom.

What do I need to do before I visit?

To help keep everyone safe, we strongly recommend that all visitors undertake **voluntary lateral flow testing** prior to visiting. It is then recommended you undertake the test **twice per week** for as long as you are the named visitor.

This is optional - if you do not wish to have a test or are not able to test this will not be an obstacle to a visit.

How do I arrange to have a voluntary lateral flow test?

Information on how to order Lateral Flow Tests is on the [Scottish Government's website](#).

Tests can also be collected from the COVID-19 testing centres in the afternoon or early evening.

You can also book/arrange a test at the **asymptomatic test facilities** across NHS GGC. There is a list of where these facilities are at the end of this leaflet. These can also be found on the [NHS GGC Website](#).

What must I do when I visit?

It is important for your safety and for the safety of patients and staff that you do the following:

- **Face covering/mask** must be worn at all times, unless there is a reason why you cannot.
- **Avoid communal gatherings** in public areas of the hospital. Take the stairs if possible to avoid congregating in lift lobbies. Your movement around other areas of the hospital must be limited as much as is reasonably possible
- **Clean your hands** using the hand sanitiser before and after you leave the ward or department and when you touch anything.
- **Two meters distance** should be maintained from others.
- **Self-isolate** - You **MUST NOT** attend if you are unwell, if you are a household contact or have otherwise been informed that you are a close contact of a confirmed case of COVID-19 and have been advised to self-isolate or have to self-isolate for another reason.

Respiratory hygiene also remains important, covering the nose and mouth with a disposable tissue when sneezing, coughing, wiping or blowing the nose. These should be disposed of immediately in the bin and hand washing performed immediately afterwards.

Will I need to use any personal protective equipment (PPE) during the visit?

There might be situations where staff will need to ask you to use **PPE – such as a face mask, apron, gloves etc.** If this is required, the staff will help you to put this on correctly and to dispose of it before you leave.

If you are a family member or carer for the person, you are visiting and helping to support aspects of their care such as supporting nutritional intake at meal times, or other personal care you will be provided with necessary PPE to undertake this activity.

Will I be able to touch my relative or friend during the visit?

Ability to touch the person's hand without wearing gloves to provide comfort and reassurance when stressed or distressed **is permitted with discretion. You must follow strict hand hygiene measures before and after contact between you and the patient.**

Can I go out of the ward for a walk with my relative or friend if able?

Please check with the ward staff first. It may be possible to go a walk to the main communal areas of the hospital or hospital grounds as long as social distancing measures and the wearing of a face covering is adhered to.

Will I be asked for test and protect information?

The ward staff will ask you for your contact details on your first visit. This is normal in the current circumstances to assist Public Health, **Test and Protect** colleagues should there be a need to contact you. Your contact information will be used for Trace and Protect purposes only and will be securely destroyed once the information is no longer required.

On your arrival at the ward and every time you visit the ward, staff will check that you are well and ask you some questions about your health to make sure it is safe for you to visit. They will ask you the following questions:

- Are you feeling unwell?
- Do you have new/continuous cough?
- Have you had any sickness or diarrhoea within the last 48 hours?
- Have you noticed a change in your temperature?
- Have you noticed a change in your normal sense of taste or smell?
- Are you self-isolating because you have been in contact with anyone suspected as having, or has tested positive for COVID-19, in the past 14 days.

You will **not be allowed to visit** if you do not pass this safety check.

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

What other safety measures are in place?

Security arrangements are in place at all our hospitals to ensure entry is restricted to people with authorisation for a visit only and to assist us to adhere to the guidelines. When you arrive at a

hospital site, please explain to security staff that you are there to visit someone, and your visit has been arranged with the ward in advance.

Will I be able to use the facilities in the hospital?

Retail outlets and hospital dining facilities are open on all our hospital sites. If using any of these facilities, you must make sure you take all the necessary safety measures required – wear your face mask, maintain a 2 meter social distance, apply hand sanitiser on entry and when leaving the facility etc.

Where possible you should use the toilet facilities provided for members of the public. It is preferred that you do not use patient and staff toilets, unless there is no other option available.

Where can I find further information?

Further information about the new visiting arrangements is available on the [NHSGGC Website](#).

If you require this information in an accessible format such as large print or Braille, or in a community language, please use the contact details in your patient information leaflet or letter.

Thank you so much for your cooperation. We look forward to welcoming family members and friends back into hospitals to support patients from 26 April.

Asymptomatic Test Centres in NHS GGC Area

People with COVID-19, may not have symptoms of the virus or they can be so mild or unusual that they are not recognised as COVID-19. Without knowing it, they could be spreading it to their loved ones, work colleagues or the wider community. To help stop the spread and for your own peace of mind, NHSGGC has been working with the Scottish Government and local Councils in the region to set-up static test sites in conjunction to all the walk in, drive through and Mobile Testing Units (MTUs) for testing of people with symptoms throughout the region.

There will be seven asymptomatic test centre sites across the region and these will be open to members of the public who live locally.

East Dunbartonshire

[Auchinairn Community and Early Years Centre, Beech Road, Auchinairn](#) **For residents in Bishopbriggs and Auchinairn.**

Open 12.00pm - 7.00pm Monday to Friday (last tests at 6.30pm)

East Renfrewshire

[Cowan 7s Pavilion, Aurs Rd, Barrhead, G78 2RN](#)

Open 10.00am - 5.15pm Monday to Friday

Renfrewshire

[Tweedie Hall, Bridge Street, Linwood, PA3 3DB](#)

Open 9am - 5pm Wednesday, Friday, Monday and Thursday

11am to 7pm Tuesday

11am to 3.30pm Saturday and Sunday

For up to date information visit:

Glasgow City

[Forge Shopping Centre, Car Park D, 1179 Gallowgate, Glasgow](#)

Open 10am - 5pm Monday to Sunday

[Skypark, 8 Elliot Square, Lancefield Quay, G3 8EP](#)

Open 10am - 5.30pm Monday to Sunday

You must book a test before visiting our sites in Glasgow.

Inverclyde

[Boglestone Community Centre, Dubbs Road, Port Glasgow](#)

Open 11.00am - 5.00pm Monday to Friday

West Dunbartonshire

[Clydebank East Community Centre, Fleming Avenue, Clydebank](#)

Open 11.00am - 6.00pm Monday to Saturday

[Leven Valley Enterprise Centre, Castlehill Road, Dumbarton](#)

Open 11.00am - 6.00pm Monday to Saturday

Each of the centres works on a drop-in basis, with no appointment necessary. We would like to encourage everyone living or working in the area near one of these testing sites to go along and have a rapid test (you will get a result in 30 minutes or less).

The centres will also advise of support available if you have a positive test so that you can isolate and not spread the infection.