



**dovehouse  
hospice**

caring for people with a life limiting illness

# Visitors Information



Please note our visiting times are 2pm-7pm daily, visiting outside of these times is at the discretion of the Nurse in Charge. If you have any questions or these times are difficult for you please speak to the Nurse in charge or call 785705.

Since receiving news of the Coronavirus outbreak, Dove House Hospice has followed all health guidelines and information to ensure everyone at the hospice is safe. The hospice has put sensible and precautionary plans in place with our main priority being infection control and prevention to protect our patients, their families, and our staff.

We encourage all patient visitors to obtain and take a Lateral Flow Device (LFT) test prior to visiting. You will not be asked to show evidence of this on arrival.

This is a measure to reduce the risk of COVID-19 transmission.


You can collect a box of LFT tests from pharmacies. If you're unable to obtain LFT tests from the pharmacy, you can collect some from the hospice's reception desk prior to your visit.

If you have a positive LFT result, you need to arrange for a confirmatory PCR test via the government website or by calling 119.

If your LFT result is positive, please call the hospice on 01482 785705 before you visit to discuss.

All visitors will also be asked to do the following at each visit:

- to wait in reception they will then be taken onto the unit by a Meet and Greet Volunteer.
- check if they have any symptoms or are feeling unwell, if so they will not be allowed onto the unit.
- to wear a water resistant surgical mask, apron and gloves that will be provided before entering the unit.
- to use hand gel and wash their hands as they enter and leave the unit.

If patients are in a shared bay then they will  allowed 1 visitor, if they are in a room on their own they will be allowed 2 visitors. We will ask you to be mindful of social distancing.

Children under 16 are able to visit patients, please speak to the Nurse in Charge prior to visiting.

Keeping connected – We are aware that this is a particularly difficult time and that you would like to keep in touch with your loved ones so we are happy to arrange alternative methods of communication such as Whatsapp video calls or Zoom. Please ask the nurse in charge so that we can facilitate this.

Thank you for your cooperation

**Linda Johnson**

**Director of Clinical Services**

If you would like to complete our Family and Friends Feedback forms they are available in the reception or on the inpatient unit along with boxes for the completed forms. You can also pick up a reply paid envelope or use the QR code below.



If you have a complaint and feel that you are unable to complain to the Hospice you may complain direct to the Care Quality Commission at the address below:

Yorkshire and Humberside Region  
Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Telephone: 03000 616161

Email: [north@cqc.org.uk](mailto:north@cqc.org.uk)

For full details please see our leaflet: Comments, Compliments, Complaints

Dove House Hospice  
Chamberlain Road  
Hull, HU8 8DH

t: 01482 784343

e: [medical@dovehouse.org.uk](mailto:medical@dovehouse.org.uk)

[www.dovehouse.org.uk](http://www.dovehouse.org.uk)

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