

HOSPICE WAIKATO

HOW WE WILL DELIVER OUR HEALTH CARE SERVICES UNDER THE RED SETTING OF THE COVID PROTECTION FRAMEWORK (TRAFFIC LIGHT SYSTEM)

Updated – 11 March 2022

GENERAL INFORMATION

- It is our continued intention to provide high quality specialist palliative care to patients and family/whānau, delivered with respect, compassion and empathy. We will work with you during this challenging time to achieve the best experience possible.
- All staff in Hospice Waikato are vaccinated in line with current legislation. All staff will wear masks and may wear face shields, gowns, and gloves during patient care to maintain safety for everyone.
- Ministry of Health and Public Health advice related to practices during the pandemic will be adhered to, including staff testing and patient/nominated visitor testing.
- The administration building at Cobham Drive will remain closed to visitors. All phone calls are being diverted to the inpatient unit and calls will be answered 24 hours a day. The phone number is 07 859 1260.
- The community nursing teams continue to support most of our patients and their families by phone or video call. If urgent symptom management or end-of-life care is needed, *they will come to your home wearing masks and PPE, such as gowns, gloves and face shields.*
- Counsellors, Social Workers, our Kaiāwhina, Spiritual Care Coordinator, Occupational Therapist and Music Therapist are available in the inpatient unit, and for phone and video call support. Community visits will be available in person where possible. Video or phone support is available in all areas.
- Face to face bereavement groups and education groups are cancelled. Some may be done virtually.
- Outpatient clinics are limited and will be mostly virtual.
- Rainbow Place inpatient respite is suspended during all phases of the red setting.
- If the situation arises where we are not able to safely staff our inpatient unit due to high numbers of staff requiring isolation, we will work closely with the Waikato Hospital staff so that patients can transfer to the hospital or be cared for at home.

INPATIENT UNIT VISITING RESTRICTIONS DURING THE RED TRAFFIC LIGHT

The following measures are in place to minimise the risk of COVID transmission for patients, family/whānau and staff –

- **Visitors will not be allowed to enter the unit if -**
 - They are showing any cold or flu symptoms - this includes any acute respiratory infection with at least one of the following symptoms: cough, sore throat, shortness of breath, runny nose, sneezing, post-nasal drip, loss of sense of smell; with or without fever. Visitors should be free of cold or flu symptoms for at least 48 hours before visiting IPU.
 - They have been in close contact with a probable or confirmed case of COVID-19 in the last 10 days.
 - If they have had COVID-19 in the last 10 days.

- **Testing** - Patients and their nominated visitor/s who are staying will need to be tested (swabbed) when they arrive at the unit.
- **Screening** - Visitors will be required to complete screening questions each time they come into the unit.
- **Care Plan** - a family/whānau care plan will be completed on admission which outlines the agreement made about key contacts and visiting requirements.
- **Visitor limitations** - One nominated visitor may accompany a patient admitted for symptom management and two visitors for end-of-life care may stay in the unit with their loved one. Meals will be provided for visitors staying onsite *fulltime*. Unless agreed on the care plan, visitors must remain in the unit and not come and go.
- For patients at end of life, there is some discretion exercised in the last hours of life where up to two more visitors may come into the unit. This will be documented on the care plan.
- Medical Masks must be worn by visitors. These will be provided by Hospice Waikato.
- Physical distancing and hand hygiene is to be practiced by all.
- Garden visiting is available for small groups (up to four visitors) as negotiated with the nurse in charge.
- Children under 12 will not be able to visit, unless there are exceptional circumstances.

Thank you for your understanding and cooperation.
Stay safe, stay well and look out for each other.