

## HOSPICE WAIKATO

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

Updated – 14 June 2022

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#### 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 community nursing teams continue to support all of our patients and their families by phone or video call. Home visits will continue as required for symptom management or end-of-life care, where our team will call and complete a Covid screen over the phone prior to arriving at the house, and then they will wear the appropriate PPE *such as wearing masks, 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 and appropriate PPE will be worn as per protocols. Video or phone support is available in all areas.
- Face to face creative therapy groups, bereavement groups and education groups are being reinstated. Some may be done virtually.
- Outpatient clinics are limited and will be mostly virtual.
- Rainbow Place inpatient respite is currently suspended with a view to restarting in July.
- 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 ORANGE 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 7 days.

### **RAT Testing –**

- Patients and their nominated visitor/s will be RAT tested (swabbed) on arrival to the Inpatient Unit and before entering the building.

### **Screening –**

- Nominated visitors will be required to sign in and 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.

### **Visitors –**

- Four nominated visitors per patient. These are to be the same four visitors for the duration of the stay, not four different visitors each day. Some discretion exercised at EOL (at the discretion of the Senior Nurse on duty, Clinical Nurse Manager, Senior Medical Officer, or Director of Nursing).
- Children of the patient may visit (Stepchildren and half children included, no Grandchildren).
- Nominated visitors will be RAT tested three times per week, children included.
- Meals can be provided for up to two visitors staying onsite *fulltime*.
- The nominated visitors are to stay in the room, however, can use the front lounge to make a hot drink and can come and go from the unit.
- Surgical Masks must be worn by visitors. These can be provided by Hospice Waikato.
- Garden visiting is available for small groups (up to six visitors) as negotiated with the nurse in charge, and between 0800 – 1600 hours. The big shed can be used if it is raining.

Thank you for your understanding and cooperation.

Stay safe, stay well and look out for each other.