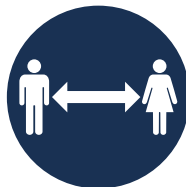


Signs of the times

Communicating our way through Covid





HM Government



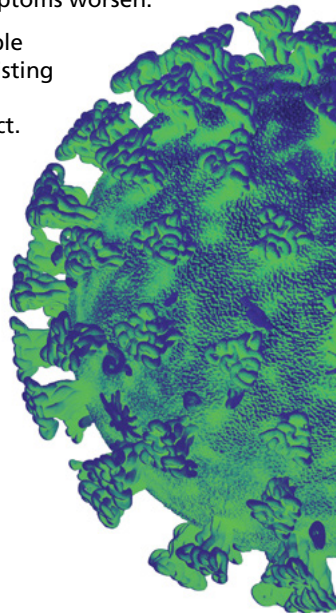
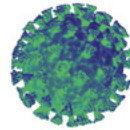
Coronavirus

Isolate your household

Stay at home

If you or anyone in your household has a high temperature or a new and continuous cough - even if it's mild

- ✔ Everyone in your household **must stay at home** for 14 days and keep away from others.
- ✔ Go to **NHS.UK** to check your symptoms and follow the specialist medical advice. Only call NHS 111 if you can't get online or your symptoms worsen.
- ✔ **Protect** older people and those with existing health conditions by avoiding contact.
- ✘ Please **DO NOT** enter this building



CORONAVIRUS
**PROTECT YOURSELF
OTHERS &
THE NHS**

Visitor information

Welcome to our ward

We know visiting is important to you and we want to ensure we maintain safety during your visit. Please follow these simple steps on the ward and help us slow the spread of the infection.

If you have any symptoms of Covid-19, are self-isolating or from an area with local lockdown restrictions, please leave the hospital immediately.

How you can help us

- Visiting is restricted to one visitor per day for one hour. Please do not overstay this time period as it impacts upon the safety of patients in the ward and may prevent another person from visiting.
- Please wear a face covering in all areas of the hospital and follow our hospital highway code.
- Maintain social distancing where you can and use the hand gels provided.
- You may keep your NHS Covid-19 app on while in the hospital and use the QR codes in high footfall areas. These codes are not required in wards and departments.
- Our restaurants are closed to visitors although cafes and shops remain open. Please note, some provide takeaway only and refreshments should not be consumed in mandatory mask-wearing areas.

Covid-19 Staff Wellbeing appeal

Physical donation checklist

Thank you for wanting to support our incredible staff at this unsettling time. The most effective way to help is by making donations through our online appeal here. This will help ensure the health and wellbeing of all our staff is catered for.

We know that for some people this may not be financially possible at the present time and that some people will want to donate goods.

There are plenty of items that we need and below is a list of the goods that we would be very grateful to accept.

Checklist of what physical donations RBCH and Poole Hospital can receive

Care packages (travel/personal size)	Food/ drink	Staff well-being areas
<ul style="list-style-type: none"> • Hand creams for increased hand washing • Bath products for relaxing • Room scents etc • Shower gel • Lip balms • Hair bands / nail files • Toothbrushes and toothpaste • Deodorant • Face wipes • Face wash (travel size) • Dry shampoo (travel size) • Eye masks • Ear plugs 	<ul style="list-style-type: none"> • Pots of porridge • Cereal • Individually wrapped snacks e.g cereal bars, biscuits, cake, sweets • Dried fruit • Bottled water • Tinned goods • Crisps • Tea bags – fruit teas too • Coffee • Hot chocolate • Berocca • Soft drinks 	<ul style="list-style-type: none"> • Adult colouring books and pencils • Books • Puzzle books • Stationary products • Journals • Exercise products • Music players / radios for mindfulness • Coffee machines (With relevant pods) • Bike d-locks



HM Government



Hospital discharge information

It is important that our hospitals are ready to look after people who contract coronavirus (COVID-19) and need hospital care. Due to these pressures, once you no longer need care in hospital, as decided by the health team looking after you, you will be discharged. You will not have a choice over your discharge, but it is always our priority to discharge people to a safe and appropriate place.

In most cases this will be to your home. You might need some extra support, for example with your care needs or shopping.

If you require more complex out of hospital care, this could be in another bed in the community, for example a residential nursing home.

Your needs and discharge arrangements will be discussed with you.

What is Coronavirus?

COVID-19 is a new illness that can affect the lungs and airways. It is caused by a virus called coronavirus.

There is currently no specific treatment and some people who contract the illness will need to be admitted to hospital

You can find out more about coronavirus and the best ways to stop it spreading by visiting www.nhs.uk/coronavirus

Covid-secure area

**This area has been risk
assessed as Covid-secure
for people.**

**If you do not work in
this area, please keep
your mask on when
entering.**

Date of assessment

Please note, reassessment will be required if circumstances change.



Social distancing

We want you to enjoy your well-earned break,
but please help us reduce the spread of Covid-19
by sitting at least **2 metres** apart.





HM Government



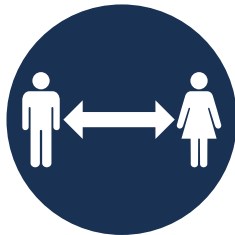
We must keep on protecting each other.



HANDS



FACE



SPACE

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES



HM Government

NHS

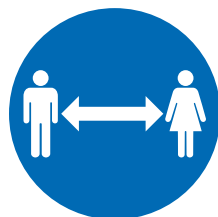
We must keep on protecting each other.



HANDS



FACE



SPACE

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES



All staff must wear face masks in all areas to help stop the transmission of COVID-19.

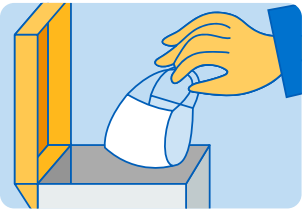
This applies to all (clinical and non-clinical) workers in staff and public areas, and is in addition to existing COVID-19 infection prevention and control guidance on the use of PPE in clinical settings.



Wash your hands with soap and water or use an alcohol hand rub before and after using a mask.



When eating/drinking, remove your mask and dispose of it as offensive waste. Put on a new mask when finished.



At the end of your shift, remove your mask and dispose of it as offensive waste. Wash your hands or use an alcohol hand rub.

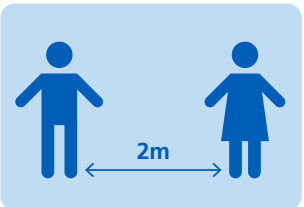
Continue to follow wider infection control guidance.



Wash your hands regularly for at least 20 seconds or use an alcohol hand rub.



Avoid touching face. Masks must always cover nose and mouth. Only handle by the straps. Use a new mask if moist or damaged.



You must still maintain social distancing where possible when wearing a mask.

Follow this guidance at all times.



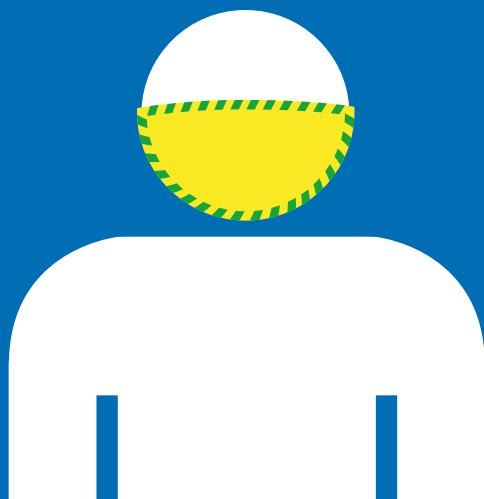
HM Government



CORONAVIRUS

STAY ALERT TO STAY SAFE

A FACE COVERING MUST BE WORN AT ALL TIMES
IN THIS HOSPITAL



If you don't have a face covering (that covers your mouth and nose) please speak to a member of staff.

STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES



All clinical and non-clinical hospital workers must wear face masks in staff and public areas to help stop the transmission of COVID-19.



HM Government

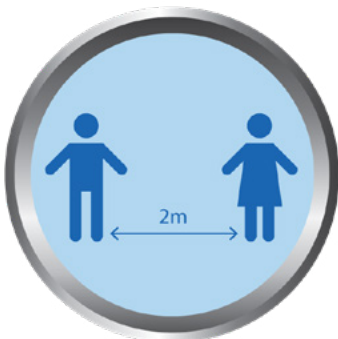


CORONAVIRUS

You must wear a face covering (over mouth and nose) if you are visiting hospital.



STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES



→ **Go to**
mytest.uhd.nhs.uk

- record the result of your test
- see a guide to Covid home testing
- home testing FAQs





Coronavirus

If you have a cough, or fever, or shortness of breath and have been to any of these places in the last 14 days:

- Cambodia
- China*
- Hong Kong
- Iran*
- Italy*
- Japan
- Laos
- Macau
- Malaysia
- Myanmar
- Republic of Korea
- Singapore
- South Korea*
- Taiwan
- Thailand
- Vietnam

* If you have travelled from these areas please inform a member of staff even if you don't have symptoms

Please inform a member of our staff straight away and do not walk through the hospital

You may be asked to go home and call NHS 111 or visit our Pod.

We understand this may cause anxiety, but this is just a precautionary measure to prevent the spread of any possible infection.

For more info and the latest list of at risk areas:

[gov.uk/coronavirus](https://www.gov.uk/coronavirus)



If you have a cough, or fever, or shortness of breath and have been to any of these places in the last 14 days:

- China
- Thailand
- Japan
- Hong Kong
- Republic of Korea
- Taiwan
- Singapore
- Malaysia
- Macau

Please inform a member of our staff straight away and do not walk through the hospital

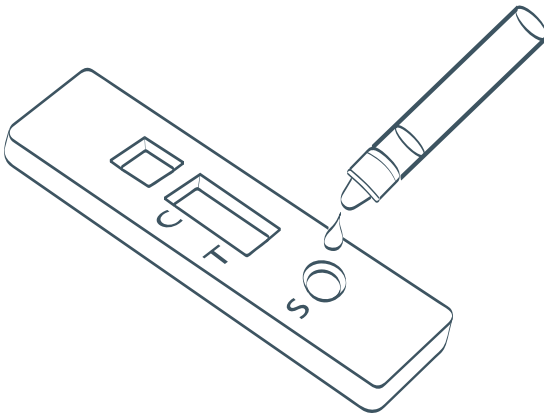
You may be asked to go home and call NHS 111 or visit our Pod.

We understand this may cause anxiety, but this is just a precautionary measure to prevent the spread of any possible infection - we're here to protect you and your family at this time.

Find out more at

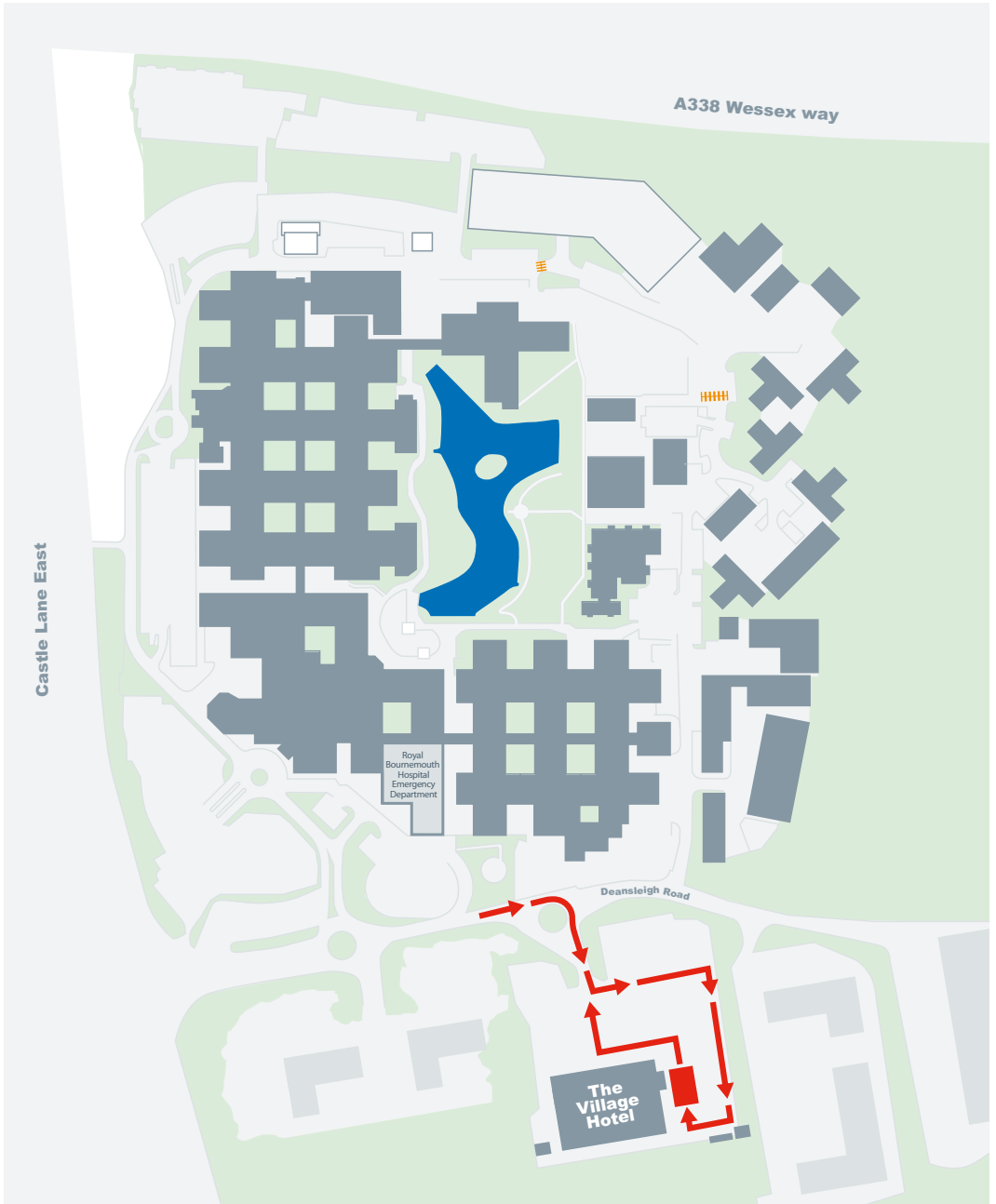
[gov.uk/coronavirus](https://www.gov.uk/coronavirus)

A guide for healthcare staff self-testing for coronavirus using a Lateral Flow Device (LFD)



This guide will help you remain well at work and keep your patients safe.
This test is suitable for healthcare workers.

Drive-through swabbing centre directions



Drive Through Swabbing Centre Directions

To get to the drive through swabbing centre located in Car Park B, please follow the below directions:

- From Castle Lane turn onto Deansleigh Road, turn left into the hospital grounds, then go straight on at the first roundabout.
- Follow the road to the next roundabout and turn into Car Park B.
- At the barrier take a ticket, the first 20 minutes is not chargeable, but if you are here for longer than that, then the swabbing team will issue you an exit ticket. You will not incur any parking fees.
- A member of the swabbing team will greet you and the swab will be completed while you are in your car.



Visitor guidance

As the spread of the Coronavirus evolves, we have had to make changes to the usual guidance on visiting. We need to reduce the number of people visiting our hospitals to ensure we are protecting our staff, patients and their families as best as we can. We understand this can be difficult but it is essential to slow the spread of the infection.

Visiting will only be permitted once a patient has been admitted for 24 hours and we know whether they have Covid-19 or not. No visitors are allowed for patients who have Covid-19 except for compassionate reasons, for example patients receiving end of life care.

- Each patient may have **one** visitor, per day for **one** hour. Please note, for patients who were shielding at home before they came into hospital, only members of their household can visit.
- Visits should be made in advance by contacting the ward and only one visitor is permitted per bay at any one time.
- Visitors must wear a face covering when in the public areas of the hospital.
- Visitors will be met at the ward entrance by a member of staff who will assist with what personal protective equipment needs to be worn for the duration of the visit and visiting expectations. This will be a minimum of a surgical face mask.
- When more than one person wishes to visit a patient during their stay, please agree this in advance among your family and friends who can visit on each day.
- If a patient is in our Intensive Care Unit, our teams will discuss visiting options with you.
- Visiting is at the discretion of the clinical leader. We thank you for your understanding.

Who cannot visit our hospital

These people must not visit under any circumstances:

- Anyone with symptoms of coronavirus
- Anyone self-isolating because a household member has symptoms of coronavirus
- Anyone who is shielding because they are at an increased risk of severe illness from coronavirus, except for compassionate reasons
- Unfortunately, due to limited space and the need to adhere to social distancing measures, partners are unable to accompany pregnant women to routine antenatal appointments and scans at this time, unless advised otherwise by a clinician.

Face coverings

If you are coming to hospital as a visitor or for planned outpatient care, you must wear a face covering at all times. This is for your safety and the safety of other patients and staff. Face coverings can be cloth and/or homemade, and advice on how to wear and make one can be found on the government website. Face coverings worn as part of religious beliefs or cultural practice are also acceptable, providing they are not loose and cover the mouth and nose.

Face coverings are not a replacement for social distancing and regular handwashing which remain the most important actions for the protection against Covid-19.

 Covid-19

Visiting restrictions

To help us protect our patients and staff from coronavirus, visitors are no longer allowed into our hospitals. The few exceptions below apply:

Maternity - one birth partner only and one partner for the 20 week scan. Strictly no children. No visiting on our antenatal and postnatal wards.

Paediatrics - one parent/guardian only. Strictly no siblings.

Advocates - visitors who are required to make decisions on behalf of patients who do not have capacity to do so themselves.

Compassionate reasons - where a patient is nearing the end of their life, up to four visitors will be able to spend time with their loved one. Please speak to the ward.

Carers - please speak to the ward if you care for someone with complex needs, a mental health issue or a learning disability.

Long stay patients - one visitor from a patient's household or bubble may visit a patient who has been an inpatient for seven or more days and has had two negative Covid tests.

Thank you for your understanding and support.

From 1 February
2022



University Hospitals Dorset
NHS Foundation Trust



Covid-19 visitor guidance

Visiting is only permitted once a patient has been admitted for 72 hours and we know they do not have Covid-19. Unfortunately, no visitors are allowed for patients who have Covid-19 except for compassionate reasons, for example patients receiving end of life care.

All visitors are asked to take a lateral flow test before visiting. Tests can be ordered at: www.gov.uk/covid

- Each patient may have **one named visitor**, per day for **one hour**. This must be the **same person each day**.
- Visits should be made in advance by contacting the ward and only one visitor is permitted per bay at any one time.
- Visitors must wear a face covering when in the public areas of the hospital and will be met at the ward entrance by a member of staff who will assist with what personal protective equipment needs to be worn for the duration of the visit. This will be a minimum of a surgical face mask.
- Visiting restrictions in **maternity** can be found at: www.uhd.nhs.uk/services/maternity
- If a patient is in our **Intensive Care Unit**, our teams will discuss visiting options with you.
- All visiting is at the discretion of the clinical leader. We thank you for your understanding.

You must not visit our hospitals if:

- You have symptoms of Covid-19
- You are self-isolating because a household member has symptoms of Covid-19
- You are shielding, except for compassionate reasons

Additional visiting

Additional visiting may be possible for some patients, please speak to the ward.

- **Compassionate reasons** - there may be exemptions for compassionate reasons, for example for patients receiving end of life care. Please speak to the nurse in charge.
- **Paediatrics** - one parent/guardian only. Strictly no siblings.
- **Advocates** - visitors who are required to make decisions on behalf of patients who do not have capacity to do so themselves.
- **Carers** - please speak to the ward if you care for someone with complex needs, a mental health issue or a learning disability.

Thank you for your understanding and support.

From April
2021



University Hospitals Dorset
NHS Foundation Trust



Covid-19 visitor guidance

Visiting is only permitted once a patient has been admitted for 72 hours and we know they do not have Covid-19. Unfortunately, no visitors are allowed for patients who have Covid-19 except for compassionate reasons, for example patients receiving end of life care.

We would appreciate visitors participating in the government's rapid lateral flow testing programme. Tests can be ordered at: maps.test-and-trace.nhs.uk

- Each patient may have **one named visitor**, per day for **one hour**. This can be a different named visitor each day, up to a maximum of four different visitors.
- Visits should be made in advance by contacting the ward and only one visitor is permitted per bay at any one time.
- Visitors must wear a face covering when in the public areas of the hospital and will be met at the ward entrance by a member of staff who will assist with what personal protective equipment needs to be worn for the duration of the visit. This will be a minimum of a surgical face mask.
- Visiting restrictions in **maternity** were relaxed on 12 April. See www.uhd.nhs.uk/services/maternity for full details.
- If a patient is in our **Intensive Care Unit**, our teams will discuss visiting options with you.
- All visiting is at the discretion of the clinical leader. We thank you for your understanding.

You must not visit our hospitals if:

- You have symptoms of Covid-19
- You are self-isolating because a household member has symptoms of Covid-19
- You are shielding, except for compassionate reasons

Additional visiting

Additional visiting may be possible for some patients, please speak to the ward.

- **Compassionate reasons** - where a patient is nearing the end of their life, up to four visitors will be able to spend time with their loved one.
- **Paediatrics** - one parent/guardian only. Strictly no siblings.
- **Advocates** - visitors who are required to make decisions on behalf of patients who do not have capacity to do so themselves.
- **Carers** - please speak to the ward if you care for someone with complex needs, a mental health issue or a learning disability.

Thank you for your understanding and support.

From December
2021



University Hospitals Dorset
NHS Foundation Trust



Covid-19 visitor guidance

Visiting is only permitted once a patient has been admitted for 72 hours and we know they do not have Covid-19. Unfortunately, no visitors are allowed for patients who have Covid-19 except for compassionate reasons, for example patients receiving end of life care.

All visitors are asked to take a lateral flow test before visiting. Tests can be ordered at: www.gov.uk/covid

- Each patient may have **one named visitor**, per day for **one hour**. This must be the **same person each day**.
- Visits should be made in advance by contacting the ward and only one visitor is permitted per bay at any one time.
- Visitors must wear a face covering when in the public areas of the hospital and will be met at the ward entrance by a member of staff who will assist with what personal protective equipment needs to be worn for the duration of the visit. This will be a minimum of a surgical face mask.
- Visiting restrictions in **maternity** can be found at: www.uhd.nhs.uk/services/maternity
- If a patient is in our **Intensive Care Unit**, our teams will discuss visiting options with you.
- All visiting is at the discretion of the clinical leader. We thank you for your understanding.

You must not visit our hospitals if:

- You have symptoms of Covid-19
- You are self-isolating because a household member has symptoms of Covid-19
- You are shielding, except for compassionate reasons

Additional visiting

Additional visiting may be possible for some patients, please speak to the ward.

- **Compassionate reasons** - there may be exemptions for compassionate reasons, for example for patients receiving end of life care. Please speak to the nurse in charge.
- **Paediatrics** - one parent/guardian only. Strictly no siblings.
- **Advocates** - visitors who are required to make decisions on behalf of patients who do not have capacity to do so themselves.
- **Carers** - please speak to the ward if you care for someone with complex needs, a mental health issue or a learning disability.

Thank you for your understanding and support.

Advice for patients attending outpatient appointments Covid-19 (Coronavirus)

In order to protect patients, staff, and the public, and to adhere to effective social distancing rules, we are introducing new arrangements for outpatient appointments. Please read the information below carefully.

Before attending your appointment

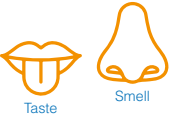
Please answer the following questions:



Do you have any **new** symptoms of a cough?



Do you have a fever/high temperature?



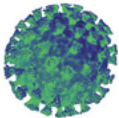
Do you have a change or loss of taste and/or smell?



Do you have any **new** symptoms of shortness of breath?



Have you been in contact with anyone who has either a cough or fever in the 14 days prior to your appointment?



Have you been in contact with anyone confirmed to be Coronavirus positive?

If you have answered 'YES' to any of the above, please **DO NOT** attend the department. Instead, telephone the number on your appointment letter to rebook your appointment.

Please be assured that you will not be disadvantaged if you have to cancel due to having symptoms. Please tell us if you have been invited to a face to face appointment and are shielding so we can appropriately assess any risks.

Please refer to NHS 111 or the Government website for further advice if needed.

Visitor guidance

Please gel your hands when you enter the hospital.

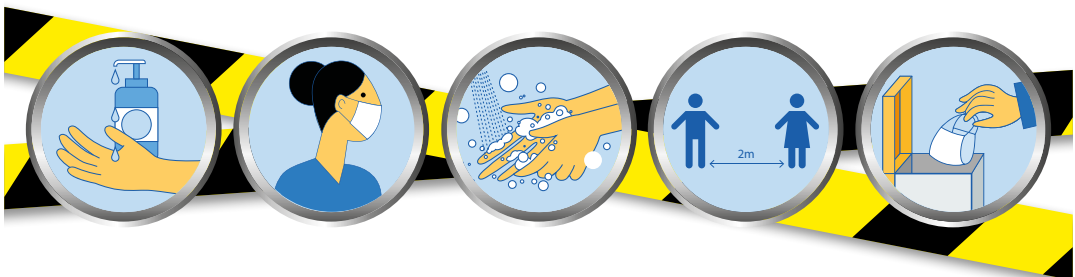
All visitors must wear a face covering that covers the mouth and nose, go directly to the ward they are visiting and maintain distance from others. If you do not have your own face covering, please speak to a member of staff so a mask can be provided.

Once you reach the ward:

- You will be met by a member of staff who will assist you with the personal protective equipment that needs to be worn for the duration of your visit. This will be a minimum of a surgical face mask.
- Visiting expectations will be explained.

When you leave the ward:

- Make sure you dispose of any personal protective equipment in the bins provided and wash your hands.
- Use your own face covering as you exit the hospital and keep it on until you have left the building.



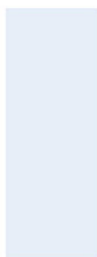
Seat
not in
use



We are
#TeamUHD

SANITISATION POINT

1 Please gel
your hands



2 Please wear
a mask



ONE MASK
PER PERSON

Apply your mask
BLUE SIDE
facing outwards

Please take one
mask from below



We must
keep on protecting
each other.



HANDS



FACE



SPACE

Covid: working through the crisis

Tell us about your experience in this year's **NHS National Staff Survey** and help us learn lessons



“Our main challenge was the increase in the terminal cleans from usual 800-900 to up to 3,500 a month. Communication within our team was very crucial to make sure everyone was got daily updates on new procedures and PPE guidelines.”

Preeti Sawant, Housekeeping Senior Supervisor,
Royal Bournemouth Hospital

The survey is strictly confidential

To ask questions, contact **Aimee Smith**
in **Organisational Development** on ext **4438**

Covid: working through the crisis

Tell us about your experience in this year's **NHS National Staff Survey** and help us learn lessons



“Covid has posed a challenge for all of us at work. Personally I was impressed at how everyone came together. I encourage everyone to share their experiences of working through the pandemic, so that we can learn and make change.”

Abigail Daughters, Shadow Group Director of Operations - Surgery, Royal Bournemouth Hospital

The survey is strictly confidential

To ask questions, contact **Aimee Smith** in **Organisational Development** on ext **4438**

Covid: working through the crisis

Tell us about your experience in this year's **NHS National Staff Survey** and help us learn lessons



“I was disappointed that no one else was talking about the disproportional impact of Covid on people from a Black and Minority Ethnic (BAME) background. When Debbie Fleming wrote a letter to BAME staff - that meant more than people may imagine.”

Mukhtar Ahmad, Clinical Director for Surgery, Consultant Colorectal and General Surgeon, Poole Hospital

The survey is strictly confidential

To ask questions, contact **Marie Cleary** in **Organisational Development** on ext **2820**

Covid: working through the crisis

Tell us about your experience in this year's **NHS National Staff Survey** and help us learn lessons



“Covid-19 changed almost everything for us... the day after lockdown was announced we were inundated with offers of support for the wellbeing of staff. I hope in future there is more consideration for the health and wellbeing of colleagues and the amazing work they do.”

Sara Fripp, Poole Hospital Charity Fundraising Manager, Poole Hospital

The survey is strictly confidential

To ask questions, contact **Marie Cleary** in **Organisational Development** on ext **2820**

Covid: working through the crisis

Tell us about your experience in this year's **NHS National Staff Survey** and help us learn lessons



“The biggest challenges have been in meeting expectations... we'd use around 800 masks a day before Covid-19. That number soon became 8,000 every day.”

Steve Randle, Supply Chain Manager, Poole Hospital

The survey is strictly confidential

To ask questions, contact **Marie Cleary** in **Organisational Development** on ext **2820**

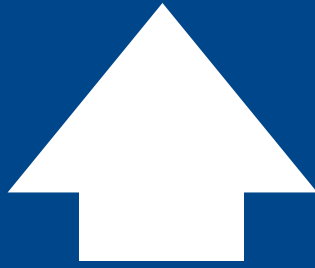
STOP

Covid-19: No entry



To help us protect our patients and staff from coronavirus, visitors are no longer allowed into our hospitals.

For more information, including any exceptions, see www.uhd.nhs.uk



**Staff Covid
vaccination
this way**

**Our staff Covid
vaccination clinic is
located in Outpatients.
Please enter the
hospital via the
Eye Unit entrance
and follow the signs.**

Staff Covid vaccination clinic

Waiting area

Vaccinator

1

Vaccinator

2

Vaccinator

7

Vaccinator

8

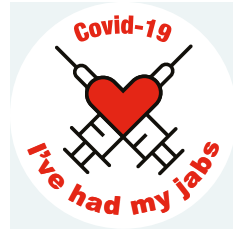


Outpatient assessment clinic
@ Dorset Health Village

Covid-19 Vaccination Clinic



Ophthalmology
and Breast
Screening booked
appointments



Active Dorset
Community Interest Company



Masks

Masks need to be worn in the clinic rooms unless you are exempt.



You may sit in our waiting room without a mask if you wish.

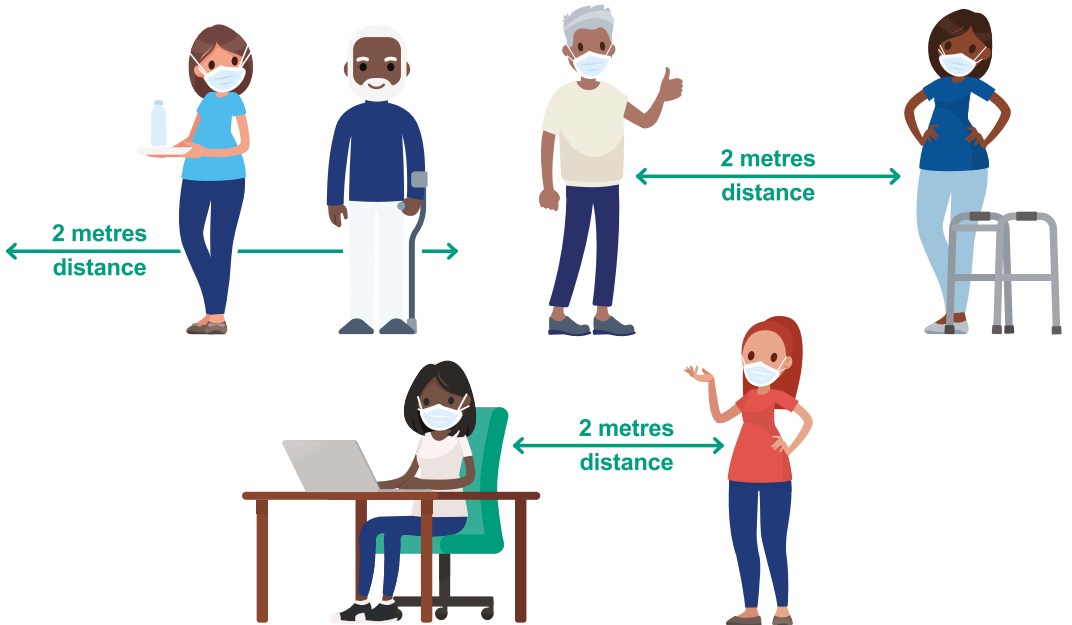
Low risk



This area has been risk assessed as a **low risk** environment.

All staff should wear a fluid repellent surgical face mask.

Add in eye protection, gloves and an apron for patient care that might involve exposure to splashes or sprays of body fluids.



Medium risk

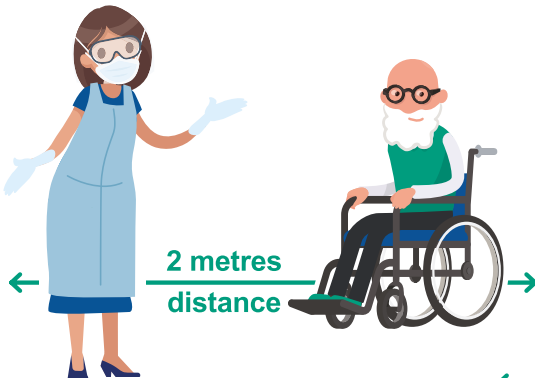
This area has been risk assessed as a **medium risk** environment.

Swap the apron for a gown for all care that may involve splashing or exposure to body fluids.



Gloves are not required for administrative tasks.

All staff to wear eye protection when providing care within the patient zone or within 2 metres of patients.



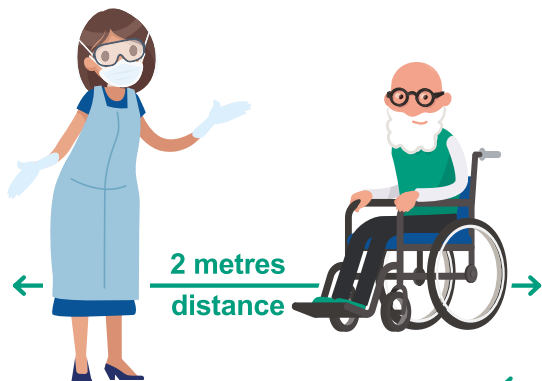
High risk

This area has been risk assessed as a **high risk** environment.

Swap the apron for a gown for all care that may involve splashing or exposure to body fluids.

Gloves are not required for administrative tasks.

All staff to wear eye protection when providing care within the patient zone or within 2 metres of patients.





Patients, visitors and staff

If you are hard of hearing and require us to remove our masks to make communication easier, please inform staff and collect a hearing sticker from our reception desk or nursing team.



Or if you would prefer to use a whiteboard to communicate, please alert a member of staff.



Don't hang about

It is mandatory to wear a face covering in our hospitals.

Our seating areas are for those who need to rest or are waiting for a prescription.



Thank you for your support.



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Don't hang about

We are working hard to maintain social distancing in our hospitals.

Please follow our infection control guidelines.



Thank you for your support.



Don't hang about

Thank you for supporting the Atrium Café.

The hospital is a mandatory mask wearing area and seating areas are NOT for eating and drinking.



Please enjoy your refreshments outside the hospital or in your car.

Thank you



Updated
22 February 2022

Face coverings and social distancing are still required in our hospitals



As Covid-19 legal restrictions are removed across England, our advice to the public remains unchanged when visiting our hospitals



Visiting
restrictions
also remain
for now



See www.uhd.nhs.uk for more information

Schwartz Round

Long Covid



Friday 3 September

1-2pm

**how it is
affecting our
staff**



Face to face in the
conference room at RBH
and the lecture theatre
at Poole Hospital
as well as via Teams



Refreshments will be available at both sites.
For the Teams link and more information,
please visit the Schwartz Round page on the
intranet and click on 2021 events.

May 2023

Face masks are no longer required in the majority of clinical areas.

A small number of clinical areas will continue to require face masks to be worn - please look out for our 'Face masks are still required' posters in these areas or ask a member of staff



Masks remain available for those who wish to continue to use them