

Advice on how to keep in touch with friends or relatives during suspended visiting

Due to the current COVID-19 situation and the need to protect visitors, patients and staff we currently have suspended visiting in the Trust. Please see the instructions below on how best to contact friends and family during this time. Thank you for your patience and continued support.

1. Friends and family are asked to nominate a **single point of contact for patients** who are day case or inpatients at Tameside and Glossop Integrated Care NHS FT. We will not allow any visitors into our hospital or inpatient areas other than for the following exceptions: Maternity- one birth partner only as long as they are not displaying any symptoms; Children's Ward- one parent or guardian only. Neonatal Unit - one parent only.

2. As a nominated contact you should try to call the ward directly where possible to ask about the care of the family member or friend. We ask that this is limited to 1 call per day. If your friend or relative has their own mobile phone, please use this to contact them directly where this is possible. You can find ward contact details here:

<https://www.tamesidehospital.nhs.uk/contact-us/>

3. If you (the nominated person) cannot get through to the ward, you can contact the **PALS and Complaints Team on 0161 922 4466**. Monday – Friday 8.30am – 5.00pm. There is an answer machine service for outside these times or when colleagues are on the telephone. We are seeking a way to provide this service beyond these times.

4. The PALS and Complaints Team will take your message and give this to the ward team. They will usually ask the ward to provide you with a call between 1.00 and 3.00pm, however it may not be possible to provide an update each day. If you are not available between these times, we will discuss with you what time would be best to be contacted.

5. We are trying to find new ways to support family and friends to speak to their relatives, including supporting video calls. Please contact the PALS and Complaints Team to discuss the availability of this for your relative: **0161 922 4466**

The Trust is working to find ways to keep you in touch with your relative. For patients on our **Dementia Friendly** ward areas (Ward 41 and 44) there will be extra support available to help patients make contact with relatives between 1.00 and 3.00pm. If your relative is one of these wards please contact PALS on **0161 922 4466**