
We recognise the valuable contribution that visiting makes to the care and wellbeing of our patients. That's why we are pleased to return to our pre-pandemic approach to visiting.

In keeping with our pre-pandemic approach to visiting, we ask that visitors keep the following in mind:

- if you feel unwell – particularly if you have symptoms of Covid-19 – please do not come to hospital (unless you need emergency care)
- we may need to restrict visiting in certain areas from time to time to help prevent the spread of infections or illnesses and we appreciate your understanding in these circumstances

Please check our website for the latest information on visiting:

www.imperial.nhs.uk/patients-and-visitors/visitor-information

Visiting an inpatient

Inpatients can have up to two visitors at their bedside at any one time during visiting hours and a visit does not need to be booked in advance. Please be sure to check ward visiting hours before travelling to hospital.

Visiting a child

Two parents, guardians or siblings can visit a child on a hospital ward at the same time during visiting hours and a visit does not need to be booked in advance. Please be sure to check ward visiting hours before travelling to hospital.

Visiting a patient at the end of their life

When patients are at the end of their life, it is important to have family around them. In addition to the usual two visitors allowed at the patient's bedside, the ward team can support additional visitors for a patient at the end of their life. Speak to the nurse in charge for more information.

Accompanying someone to a routine hospital appointment

You're very welcome to bring a friend, loved one or carer with you to your outpatient, maternity or diagnostic appointment to support you.

Coming to A&E

We ask that you attend our A&E department alone where possible, as our A&Es can get very crowded meaning more risk of infection.

However, you are welcome to bring someone to A&E in the following situations:

- you have a regular carer who supports your health and social needs – particularly dementia, learning disabilities or autism – or is required to help you communicate
- you are a child (anyone under 16) who needs to be accompanied by a parent or guardian
- you are a patient at the end of life

Maternity services

We can now welcome two birthing partners to support patients during labour and childbirth.

Please check our website for further information:

<https://www.imperial.nhs.uk/our-services/maternity-and-obstetrics>

Carers

Carers are welcome to come to hospital to support patients' health and social needs. A familiar carer or supporter is not considered a visitor. We can provide carers with a carer's passport so that each patient's main carer can be identified easily.

Keeping in touch with family and friends

We know how difficult it is to be separated from friends and family and we will do everything we can to help you to stay in touch with your loved ones. We are regularly reviewing our visiting policies and will allow more visitors into hospital when it is safe to do so.

Safety measures for visitors to hospital

Hospitals have safety measures in place to help keep patients, visitors and staff safe. These include good hand hygiene practice, twice weekly lateral flow testing by staff and additional measures around Personal Protective Equipment (PPE) and physical distancing in clinical areas where we are caring for patients who are vulnerable to complications from Covid-19.

Help us protect you and others:

- do not come if you have any symptoms of Covid-19 (unless you need emergency care)
- use hand sanitiser or wash your hands as you enter the hospital and when entering or leaving any department
- follow any local infection prevention and control measures, as advised by staff and signage

- you are always welcome to wear a mask if you wish to do so, even where it is no longer a requirement

How do I make a comment about my visit?

Please either speak to a member of staff or contact the patient advice and liaison service (PALS) on 020 3312 7777 (10.00 – 16.00, Monday to Friday). You can also email imperial.pals@nhs.net

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email imperial.communications@nhs.net

Trust-wide
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Visitor guidance

Visiting our hospitals during Covid-19