
Although many Covid-19 restrictions in the community have now ended, safety measures in the NHS are still in place to protect our patients and healthcare staff who are at greater risk of Covid-19.

To keep everyone safe, we are only able to welcome a small number of visitors into our hospitals at the moment. 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 hope to be able to allow more visitors into hospital when it is safe to do so.

Please check our website for the latest information on visiting:

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

Visiting an inpatient

All inpatients can have one named visitor for one hour once a day, providing they book their visit in advance. This named visitor needs to be the same visitor throughout their inpatient stay. Please contact the ward where your friend or family member is staying to agree when you can visit.

Visiting a child

Two parents or guardians can visit a child on a hospital ward at the same time. Please discuss visiting times and lengths of visits with the care team looking after your child.

Visiting a patient at the end of their life

Patients at the end of their life can have separate visits from up to three named visitors. Please agree the named visitors, visiting times and length of visit with the patient's care team before coming into hospital.

Please note in certain areas, such as critical care, there may be additional restrictions in place to protect visitors to those areas.

Exceptional circumstances

Every patient has different needs and we know that there are exceptional circumstances where we need to adapt our visiting policy. Please speak to your patient's care team to discuss the best approach.

Temporary visiting suspensions

In areas or wards where there have been several cases of Covid-19, we may suspend visiting temporarily to keep patients, visitors and staff safe. The clinical team will keep you updated.

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 carers' passport so that each patient's main carer can be identified easily.

Accompanying someone to a hospital appointment or to A&E

To keep everyone safe, we are advising patients to come to their appointments alone apart from in the following exceptional circumstances:

- where a patient has a regular carer who needs to come to hospital to support their health and social needs – particularly dementia, learning disabilities or autism
- children (anyone under 16) who need to be accompanied by a parent or guardian

Find out more about accompanying someone to a maternity appointment and being present for labour and childbirth by visiting our website:

www.imperial.nhs.uk/our-services/maternity-and-obstetrics

Safety measures for visitors to hospital

If you are coming into hospital to visit a friend or family member, or you are accompanying someone to hospital under exceptional circumstances, please:

- wear a face mask at all times within the hospital unless you are exempt. Masks are provided
- use hand sanitiser or wash your hands as you enter the hospital and when entering or leaving wards, clinics and units
- keep two metres apart from others
- follow any one-way route signs

These safety measures apply even if you have had the Covid-19 vaccination.

If you are experiencing any symptoms of Covid-19, please do not come to hospital.

We advise all visitors to take a lateral flow test before coming into hospital. You can order a free supply of lateral flow tests from the [government website](#) or call 119.

Updating you about your friend or relative's progress

We understand relatives and carers play a central role in our patients' lives and want to be kept informed of their progress. However, due to clinical demands it may not be possible to update you during your allocated visiting time. If this is the case we will follow-up with you after your visit and will do our best to answer any questions you have. Thank you for your understanding.

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

Published: November 2021

Review date: February 2022

Reference code: 3007

© Imperial College Healthcare NHS Trust

Visitor guidance

Visiting our hospitals after 19 July