
We recognise the valuable contribution that visiting makes to the care and wellbeing of our patients. With Covid-19 restrictions in the community eased, and while infection rates are stable, we want to open up visiting further while continuing to keep our patients and staff safe.

Our current visiting restrictions are explained here, but please note:

- As many of our inpatients are vulnerable to severe illness from Covid-19 infection, there will be times when we need to apply further restrictions for particular patients or wards. The ward manager will be responsible for deciding on these changes as and when they are required.
- Anyone **experiencing symptoms of Covid-19 or feeling unwell should not visit.**
- We are keeping our visiting restrictions under continual review due to the uncertainty of Covid-19 infection rates and impacts and so we may have to make further changes at short notice.

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 two visitors for at least one hour a day, providing they book their visit in advance. Please contact the ward where your friend or family member is staying to agree when you can visit.

Visiting a child

Two parents, guardians or siblings 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

When patients are at the end of their life, it is important to have family around them where possible. Therefore, patients at the end of their life can have more than one person with them at the same time for longer periods, depending on the situation in the ward. These arrangements must be agreed in advance but ward staff will do whatever they can to support patients and families on a case by case basis. Please discuss these arrangements with the nurse in charge of the ward before visiting.

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

We encourage you to attend your outpatient appointment alone to help keep the number of additional people in our hospitals to a minimum and to keep everyone safe. We are sorry that we remain unable to accept additional people or visitors in the emergency departments unless there are exceptional circumstances.

Decisions about access in exceptional circumstances will be made by a senior nurse or doctor and may include 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
- children (anyone under 16) who need to be accompanied by a parent or guardian
- patients at the end of life

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 a hospital appointment please:

- wear a surgical (blue and white) face mask at all times within the hospital. Masks are provided at the entrances – please put on a new mask when you arrive
- 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 vaccinations and booster.

We advise all visitors to take a lateral flow test or PCR before coming into hospital and to only come in if the test is negative and you have no symptoms..

Keeping in touch with friends and family

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.

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

Visitor guidance

Visiting our hospitals during Covid-19