
While most Covid-19 restrictions ended on 19 July, NHS safety measures remain in place. As patients and healthcare staff are more at risk from Covid-19, we need to do more to keep everyone safe.

Please continue to follow all of the infection prevention and control measures in place across our hospitals. This includes:

- do not come into hospital if you're experiencing any symptoms of Covid-19 (unless emergency attention is needed)
- use hand sanitiser or wash your hands as you enter the hospital and when entering or leaving wards, clinics and units
- wear a face mask at all times within the hospital unless you are exempt
- keep two metres apart from others
- follow any one-way route signs

You must continue to follow these measures even if you have had a Covid-19 vaccine.

When you arrive on the ward we will ask for your name and contact details so that we can provide this information to NHS Test and Trace if needed.

Inpatient wards

All inpatients can have one named visitor for one hour once a day, providing they book their visit in advance. Please contact the ward to agree when you can visit.

Visiting children

Two parents/guardians are able to visit children on our inpatient wards at the same time. Visiting times and length of visits must be discussed and agreed with the care team and will reflect individual circumstances.

Patients at the end of their life

Patients at the end of their life can have separate visits from up to three named visitors; this must be discussed and agreed with the care team in advance. Visiting times and length of visits must also be discussed and agreed with the care team and will reflect individual circumstances.

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

Exceptions to these guidelines

Maternity

- One named support person can attend the 12-week and 20-week ultrasound scans

- A support person can attend for the duration of labour, including induction
- A support person can attend appointments at our maternity day units if essential – space is limited and it can get very busy

A&E and outpatient services

Restrictions on visiting or having someone accompany you inside the hospital remain in place. Exceptions are for children who need to be accompanied by a parent or guardian or for a regular carer who needs to support a patient's health and social needs, particularly where a patient has dementia, learning disabilities and/or autism.

Keeping up-to-date with visiting guidelines

It's really important that we open up slowly – and monitor the impact – in order to keep our patients, staff and visitors safe. We will continue to monitor and respond to developments so visiting guidelines will continue to change.

Please check our website for the latest information on visiting:
www.imperial.nhs.uk/patients-and-visitors/visitor-information

Carers coming to hospital

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.

Carers must continue to follow all of the infection prevention and control measures in place across our hospitals, listed inside this leaflet.

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.

Interpreting services

For patients who speak little or no English, who are deaf, hard of hearing or need support when communicating, we can arrange interpreting services.

Wearing a surgical mask

You must wear a face mask while inside the hospital building, even if you've had the Covid-19 vaccine.

When you reach the ward, we will give you a surgical mask to wear and we may also ask you to wear additional personal protective equipment (PPE). On leaving the ward we will help you to remove your PPE and put your face mask back on to leave the hospital building. If you are exempt from wearing a mask, please speak to a member of staff.

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 3313 0088 (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or 020 3312 7777 (St Mary's and Western Eye hospitals). You can also email PALS at 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 after 19 July

Trust-wide

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