

Help us to prevent the spread of infection

This leaflet explains what is expected of parents/carers during the coronavirus (COVID-19) pandemic. Following these guidelines will help us minimise risk of infection to you, your child and our staff.

We are currently restricting visitors to the hospital and our community sites.

- For appointments, only one parent or carer should accompany a child.
- For overnight stays, only one parent or carer may visit at a time. We are allowing two named parents or carers to visit, but only one parent or carer in the hospital at a time. **You must swap over outside the hospital.**
- Brothers, sisters, and other family members and friends will not be allowed to visit. We ask that they do not come to the hospital or community site. This will help us to minimise the number of people onsite, to keep you and your family safe.

Any changes to visiting for an individual family, is assessed on a case-by-case basis and will only change in exceptional circumstances. Thank you for your cooperation and for helping to keep our hospital safe.

Before visiting

- If you are in a high risk group for coronavirus please do not visit the hospital. Call the nursing staff.
- If you become unwell, phone the ward and do not visit the hospital.

While visiting

- Please keep your child's room or bed area tidy and free from clutter to help us to thoroughly clean the area.
- Make sure you answer the daily screening questions about your health.
- Restrict your movement on the ward and limit the number of times you enter and exit.
- Keep a two metre distance between you and others, as much as possible.
- You will be offered a surgical face mask to wear for the duration of your stay. Do not touch the outside of the mask, and clean your hands frequently.
- If your child has suspected or confirmed coronavirus, you will be expected to wear personal protective equipment (PPE) as directed by the nursing staff.

When to wash your hands

- Clean your hands when you enter the ward, before caring for your child, and if you remove/change any PPE you have been asked to wear.
- Wash your hands before meals or feeding your child, after visiting the toilet, and after changing your child's nappy or helping them use the toilet or bed pan.
- You can clean your hands with the hand sanitizer or wash your hands using soap and water.

Useful sources of information

How to wash your hands video,

w: www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/

e-bug, for child-friendly games and resources about microbes and antibiotics, **w:** www.e-bug.eu/

For the latest advice on how to avoid catching and spreading coronavirus, visit NHS, **w:** www.nhs.uk/coronavirus and the Government, **w:** www.gov.uk/coronavirus

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit **w:** www.evelinalondon.nhs.uk/leaflets

Contact us

Evelina London Medicines Helpline

If you have any questions or concerns about your child's medicines, please speak to the staff caring for them or contact our helpline.

t: 020 7188 3003, Monday to Friday, 10am-5pm **e:** letstalkmedicines@gstt.nhs.uk

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748, Monday to Friday, 9am-5pm

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch.

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

This service offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111 **w:** www.111.nhs.uk

NHS website

This website gives information and guidance on all aspects of health and healthcare, to help you take control of your health and wellbeing.

w: www.nhs.uk

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A list of sources is available on request



WASH YOUR HANDS!

Wash your hands with us like this:



WET both hands.



PUSH Soaperhero button once for a squirt of foam soap.



Rub the front of your hands together.



Rub in between your fingers and thumbs.



Rub the back of each hand.



Rub your **FINGERTIPS** on the front of each hand.



Rub each **THUMB** with your other hand.



Rub each **WRIST** with your other hand.



WASH off all the soap bubbles.



DRY your hands really well.



www.debgroup.com