

VISITING HOURS BY WARD AND HOSPITAL

CRAIGAVON AREA HOSPITAL

14:00 –15:00: 1 North/2 South/Trauma Ward
15:00 –16:00: 1 South/3 South/4 North
18:00 –19:00: 1 East,/Acute Medical Unit/
Orthopaedic ward
19:00 –20:00: 2 North/3 North/4 South
Neo-Natal Unit : Parent may visit at anytime

**Visits to these wards must be arranged
with the nurse in charge.**

15:00-16:00 & 18:30-19:30: Maternity wards
14:00-16:00 & 18:30-19:30: Intensive Care
Unit
11:00-20:30: Haematology:

BLUESTONE HOSPITAL

13:30/16:00/18:30 Visiting slot must be
arranged with the nurse in charge

DAISY HILL HOSPITAL

15:00 –16:00 & 18:45 - 20:15: Adult/
Children's/ Maternity
10.00 – 22:00 Partner / Significant Other for
Maternity wards
Special Care Baby Unit: Parent may visit at
anytime
14:00 – 16:00 & 18:30 –19.30: High
Dependency Unit

LURGAN HOSPITAL

15:00 –16:00 & 18:45 –20:15

SOUTH TYRONE HOSPITAL

15:00 –16:00 & 18:45 –20:15

**We welcome feedback on any of our
services, you can contact us in a number
of ways, including by:**

Letter

Service User Feedback Team
Southern Health & Social Care Trust
Beechfield House
Craigavon Area Hospital Site
68 Lurgan Road
BT63 5QQ

Telephone

028 3756 4600

Email; Compliments & suggestions

user.feedback@southerntrust.hscni.net

Email: Complaints

complaints@southerntrust.hscni.net

Care Opinion

careopinion.org.uk



HSC Southern Health
and Social Care Trust
Quality Care - for you, with you

VISITING ARRANGEMENTS

INFORMATION FOR RELATIVES VISITING PATIENTS IN HOSPITAL

(Updated August 2020)

Please note this information will be reviewed
frequently and may be subject to change

**DO NOT visit if you (or a member of your
household) have any symptoms of COVID-19 or
are feeling unwell.**

One visitor per patient for a max of one hour.

**Visitors must bring their own face covering and
wear it at all times.**

**Use the hand sanitiser provided before and
after entering both the hospital and the ward**

**Please adhere to social distancing rules of
2metres**

**Children under 16 are not permitted to visit
unless there are exceptional circumstances.**



We appreciate that this pandemic period is a very worrying time for you. Your loved one's care is our priority and we want to reassure you that we will do the very best that we can for them. We have prepared this leaflet to answer some of the questions you might have about visiting.

Virtual Visiting

As a first option please consider virtual visiting a patient (via phone or tablet device) instead of coming into our hospitals. Those wishing to avail of our Virtual Visiting Service should contact: 077 7651 6419 between 9am and 5pm, 7 days a week.

Who can visit?

Patients may nominate a maximum of 2 people to visit during their hospital stay. Only one visitor is permitted to visit at a time. If the visitor requires assistance no more than 2 people will be accommodated within social distancing guidelines

Hospital Chaplains

Attendance by Chaplains/ Ministers of faith will be facilitated as agreed with Nurse in Charge

How to get an update on the care of your loved one

As a nominated visitor you may wish to ask a member of staff for an update on the care of your loved one when you are visiting. If this is not possible please contact the nurse in charge for an update by telephone.

What personal belongings are allowed in hospital at this time?

As per normal Trust policy, we ask that minimal personal belongings are brought into hospital. Please do not bring in jewellery or valuables.

Palliative (end of life) care/exceptional circumstances

When patients are receiving end of life care or there are exceptional circumstances, visiting should be discussed with the Nurse in Charge and facilitated on an individual basis.

During your visit

- All visitors must bring their own face covering, which should be worn at all times and must also use the hand sanitizers provided.
- When you arrive in the ward please keep to the left of the corridor
- At the patient's bedside - sit to the outside of the bed (do not sit between or on beds) in order to maintain social distancing.
- A nominated nurse will be available during your visit should you have any questions whilst on the ward.
- Patients laundry should be taken home by their nominated visitors and washed according to the information given to you by nursing staff

We ask for your understanding of this situation and the restrictions we have had to put in place because of the pandemic.

Please respect the visiting times and leave promptly when the allocated 1 hour visiting time is completed

The ongoing wellbeing and safety of our patients, their families and friends and our staff is paramount and we are grateful for your support.

Please take good care of yourselves and each other in these difficult times.

Thank you

