

Blackrock Hospice – Specialist Palliative Care Unit

Visiting Arrangements



- Regular visiting is accommodated by appointment only.
- The clinical team advise the Hospice's Visiting Coordinator if a visiting slot can be offered to a patient and if it is for one or two people.
- The Visiting Coordinator will call you to find a suitable time and explain the process.
- There are three visiting slots, between 10.30 a.m. & 12.30 p.m., 1.30 p.m. & 3.30 p.m. and 5p.m. & 7p.m. Visits are for between one and two hours.
- Visitors must sign in and out at reception. We will bring you to the patient's room.
- Visitors must clean their hands when they enter and when they leave.
- We will provide you with a mask to wear at all times.
- We will ask your permission to take your temperature.
- Weather permitting, you will sit on the patio outside the patient's room, maintaining social distancing. If the weather is bad, you will be shown where to sit. Please use the patient's en-suite if you need the bathroom.
- There is no waiting inside the building so please arrange drop-offs and collections on time.
- The restaurant is closed to visitors.
- Children are welcome but if a child aged under 6 is visiting, the patient should wear a mask.
- ***If you are visiting a loved one who is being treated for Covid-19 please read the details on the page below.***

If you have

- a fever, cough or new shortness of breath or
- been in contact with someone being treated for Covid or
- arrived in Ireland in the last 14 days or
- if you are or have been treated for Covid +

please tell us so we can discuss with you what is safe and possible.

For patients who appear to be in their final days we will work with you closely on specific visiting arrangements.

We will update visiting arrangements from time to time. If you have concerns please contact the ward manager. Virtual visits by phone or video messaging are encouraged and we will support this as best we can. [See here for more details.](#)

Although they may not be able to meet you in person at the moment you can speak with our Medical Social Worker, chaplaincy and bereavement counsellors by telephone. Talk to the ward staff for details.

Finally, please be assured that at all times we will be doing everything we can to ensure that your loved one receives the very best of care.

Visiting Arrangements for those being treated for or awaiting a test result for Covid 19

You may be visiting a loved one who is being treated for Covid-19 or has been in close contact with someone with Covid-19. We understand how important your visit is. We will do our best to help and want you to be as safe as possible.

Certain steps will help decrease the chance of infection. It is important you understand that visiting someone who is Covid-19 positive brings risks to your own health. How great the risk is depends on whether you yourself are in an “at risk” group or have been advised to “cocoon”. We suggest you discuss these risks with a family member or trusted friend. It is also possible that you could pass on infection to someone else who may be at high risk.

Remember, if you do visit you will then be considered a “close contact” and will need to self-isolate for 14 days as per HSE guidelines. More information about this is available at <https://www2.hse.ie/coronavirus/>

What happens during my visit?

- At the time of your arranged visit, you will be met at reception and escorted to your loved one's room.
- We will assist you in thoroughly washing your hands and putting on the appropriate equipment, which will decrease the chance of spread of infection. This includes gloves, a mask and plastic apron. These will feel strange and impersonal but are important for your own safety and that of others. You must keep them on while with your loved one.
- While with your loved one, please be aware that close contact such as hugging significantly increases the risk of spread of infection. We recommend that you avoid or minimise this. It is best if you keep a distance of at least two metres from your family member.
- Visits are for up to two hours. When your visit has finished please use the call bell in the room to notify a staff member. Do not leave the room until the staff member arrives. This is very important.
- They will assist you in safely taking off the protective equipment and will then escort you directly to the exit.