

Information for Visitors to Cardiff and Vale UHB

All visits are by appointment only and must be agreed by the Ward Sister/ Charge Nurse

As clinical care remains the priority it may take up to 3 working days for you to be contacted by the ward staff following your visit request

Before requesting to visit, please consider:

Have you considered other methods to maintain regular contact with your loved one? For example, phone calls, e-mails, social media and video calls.

Are you self-isolating?

Do you have COVID-19 symptoms?

People who have COVID-19 symptoms or are required to self-isolate, including as an identified contact of a positive case under Test, Trace and Protect Strategy must stay at home and are not permitted to visit.

Please be aware that if you arrive and you are displaying any symptoms consistent with COVID-19 you will be asked to leave immediately

Visiting may have to be suspended if an outbreak or increased numbers of patients with symptoms of COVID-19 (or other infection) occurs in the healthcare setting

Please note that agreement for this visit does not mean that you can see your loved one every day. Agreement will need to be sought for every subsequent visits.

You must the maintain the 2 metre social distance from patients/service users, staff and other visitors at all times in the healthcare setting or outdoor location?

Please listen to and adhere to staff advice on hand hygiene and infection control precautions on arriving and leaving the area

If you have received a Shielding letter form the Chief Medical Officer you will need to wear a medical mask if the visit is essential .This is set out in the 14 June Chief Medical Officer's advice on face masks. You would be advised to seriously consider if visiting is appropriate.

Visitors who are not shielding may choose to wear a face covering, particularly if you are in a vulnerable group.

Food and drink may not be shared and gifts/flowers are discouraged

Please use the designated "visitor toilets" only

Please note outdoor visits are weather dependent and may be cancelled at relatively short notice if there is no alternative visiting area