



The Prince & Princess  
of Wales Hospice

# Visiting Guidelines



**Information for  
Patients, Families and Carers**

[ppwh.org.uk](http://ppwh.org.uk)

The Prince & Princess of Wales Hospice. Scottish registered charity SC012372

*We are Glasgow's Hospice*

## Visiting information for you

Please read this information carefully about the visiting arrangements we have in place here at the hospice.

Throughout the coronavirus COVID-19 pandemic, we have put in place measures to protect our patients, their families and our staff. If you have any particular concerns, please speak to the nurse in charge as we are committed to person centered care while managing the risks to our patients and visitors. We are continually reviewing and updating our visiting practices.

To help us reduce the risk of the infection being spread:

- Each patient can have visitors every day, but with no more than 4 visitors in the patient's room at the same time please.
- We strongly encourage the use of Fluid Resistant Surgical Masks (FRSM) or face coverings when visiting the inpatient unit. This includes the wearing of masks in the patient's room. FRSM are available at hospice reception.
- Please clean your hands using the hand sanitiser before and after you leave the ward and room and when you touch anything.

- There may be situations where staff will ask you to step outside the ward temporarily or to wait in reception prior to your visit. We will always explain when this is necessary. Your support and understanding is appreciated to ensure everyone's safety and privacy.

## Virtual visiting

We will do all we can to assist patients with keeping in touch with other family or friends using social media or digital solutions. We have laptops and iPads on the ward which patients can use to keep in touch through Whatsapp or Facetime. Please speak to the staff about arranging this.

Stay at Home – Please do not attend if you

- are unwell for any reason or if
- are a household contact of a person with COVID-19
- have otherwise been informed that you are a close contact of a confirmed case of COVID-19
- have been advised to Stay at Home.

If you have any symptoms of coronavirus or respiratory infection – high temperature, shortness of breath and/or a persistent cough, or change in or loss of taste or smell or a close contact of someone with COVID-19 please inform the ward staff immediately and do not enter the building. If it is important that you visit while potentially infectious, please notify the ward team and we will facilitate this safely .

**We are constantly reviewing our guidance in line with  
Scottish Government Guidance**

## Our values

We have worked closely with our patients, families, staff and volunteers to define what is most important to all of us, the values that we hold dear and underpin all of the work we do here at the hospice.

We believe in:

- Care and compassion for patients and families
- Everyone feeling valued as part of the hospice community
- Fairness and integrity
- Dignity and respect
- Striving for excellence

We have high expectations of our staff and volunteers who are supported, developed and educated to strive for excellence in their care of patients and families. We also expect patients and families to treat our staff and volunteers with dignity and respect. Aggression towards our staff or volunteers will not be tolerated as it is not in line with our values.

## Your feedback matters

### Your views

We are always keen to hear about your experiences of care – what has worked and where we can improve. This helps us to develop and improve our services.

Leave your comments by:

- Our online feedback survey:  
[www.ppwh.org.uk/HospiceFeedback](http://www.ppwh.org.uk/HospiceFeedback)
- Suggestion boxes with ‘You Said, We Did’ Cards to provide your suggestions are positioned in day services, inpatient unit and in the reception area of the hospice.
- Writing to: Chief Executive  
The Prince & Princess of Wales Hospice  
20 Dumbreck Road  
Bellahouston Park  
Glasgow  
G41 5BW

Confidentiality will be maintained and all written comments and suggestions will receive a reply in writing within 10 working days.

We also have a hospice participation forum with members including patients, their relatives, healthcare workers and volunteers with a relevant interest in supporting and improving hospice services. The forum meets monthly at the hospice and is engaged in supporting conversations and decision making regarding the hospice and the services it offers. For further information on the hospice participation forum please contact the chair, Fiona Wylie by email [Fiona.Wylie@ppwh.org.uk](mailto:Fiona.Wylie@ppwh.org.uk).



## Complaints

The hospice aims to settle the majority of complaints quickly and satisfactorily. The complaint may be resolved by way of an apology, by providing the service required or by providing an acceptable explanation to the individual.

Individuals wishing to make a complaint can contact the hospice by:

- **Emailing:** [info@ppwh.org.uk](mailto:info@ppwh.org.uk)
- **Writing to:** Chief Executive  
The Prince & Princess of Wales Hospice  
20 Dumbreck Road  
Bellahouston Park  
Glasgow  
G41 5BW
- **Using Complaints:** Comments or Suggestions form available on request from the Hospice.

The hospice can provide support to individuals who require assistance to ensure they are able to express their complaint adequately through the above medium. Our aim is to resolve any complaints within 30 working days and to provide you with a full explanation of the outcome. Should you feel your complaint has not been resolved satisfactorily by the hospice, you may contact Healthcare Improvement Scotland (our care regulator) to make a complaint or for advice:

Programme Manager  
Independent Healthcare Team  
Gyle Square  
1 South Gyle Crescent  
Edinburgh  
EH12 9EB

**T:** 0131 623 4342

**W:** [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

**E:** [hcis.clinicregulation@nhs.net](mailto:hcis.clinicregulation@nhs.net)





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