

## Easy Read information

# Providing your care during COVID-19

## Inpatient information (non-visual)

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Life has been changing because of the Coronavirus.

There is lots about the Coronavirus on the news.

You might be feeling worried. Especially if you need to go into hospital.

We are still supporting people with mental health needs and learning disabilities.

This leaflet will tell you about what we are doing to protect you and your families.

# Going to hospital

Going into hospital can be scary.

We will give you as much information and support as we can.

The government has said that everyone in hospital has to wear a face mask at all times now.

This is because people can have COVID-19 without showing any symptoms like a cough or a fever.

Wearing face masks will help to keep everyone safe.

If you don't have a mask, please ask a member of staff at the hospital entrance to give you one.

Some people may find it difficult to wear a face mask because of physical or mental health conditions.

If you find you can't wear a face mask because of this, other options may be possible:

- Timed appointments

- Being seen immediately on arrival

If you are deaf or hearing-impaired, staff will make sure they can still communicate with you.

This includes:

- Using clear masks
- Writing things down
- Speech to text apps
- Sign language

At the hospital you will get a test for COVID-19. Even if you don't have a cough or a fever.

We will have to wait for the result to come back.

While we wait you will need to stay in your room.

You also won't be able to meet people other than your staff.

This is important to do to keep everyone safe.

It might make you feel anxious or worried. Staff will help you.

You can ask them questions.

They will help you talk to your friends and family safely.

If your test is negative you won't need to do anything else.

If your test is positive this means that you have the Coronavirus.

You and others around you need to be protected.

You might have to move wards.

## **On the ward**

Staff will now wear special clothing to keep you and themselves safe.

- This will include:
- Plastic apron
- Face mask
- Gloves
- Eye protection

You also need to stay 2 metres away from others.

You will need to follow the rules from the government.

## **Seeing your family or carers**

It is important that we protect you and your family.

Your family and friends can now visit again under the rules of the government.

You will see your visitors in the reception area where possible.

Your family and friends will need to contact staff before the visit to agree on a date and time.

Staff will ask your family/friends if they have any symptoms of COVID-19:

- If they do, they will be advised to stay at home
- If they don't, they can visit

Your visitors will have to wear a scarf or mask to cover their mouth and nose.

You will be called to reception once your visitors are there.

Staff will be near while you are seeing your family or friends to make sure everyone is safe.

Visitors will also need to keep the 2-metre distance and wash their hands.

## **Getting essential items**

People may need their family or carers to do their shopping.

If you need anything please ask your family to talk to staff.

They can find a time for dropping off your shopping.

Your family or carer will need to wash their hands.

They will need to stay 2 metres away from others on the ward.

They can drop your shopping at reception.

Staff will pick up your shopping and check it before bringing it to you.

This is to keep everyone safe.

Please only do this if it is really necessary.

## **What happens if someone on your ward has Coronavirus?**

Someone on your ward might get the Coronavirus.

They will be cared for at a safe distance from you.

This might make you feel anxious.

Staff can help you.

Staff will check if other people on the ward get a cough or a fever.

You might get another test.



**Feedback**

What do you think this leaflet – is the information useful, is there anything missing or anything you didn't understand? Please let your care team know.

**Do you have concerns or complaints?**

If you have concerns or complaints about a service, please tell a member of staff. You can also call our patient advice and liaison service (PALS) on Freephone 0800 052 0219 or email [tewv.pals@nhs.net](mailto:tewv.pals@nhs.net).

**Information in other languages and formats**

We want to make sure you can read and understand the information we provide to you. If you would like this leaflet in another language, large print, audio or Braille, please ask a member of staff.

**Find this information**

Staff - T:\Patient and Carer Information/TW LD information

Service users and carers – weblink/ <https://www.tewv.nhs.uk/providing-your-care-during-covid-19-inpatient-information/>