NHS
Tees, Esk and Wear Valleys
NHS Foundation Trust

Easy read information
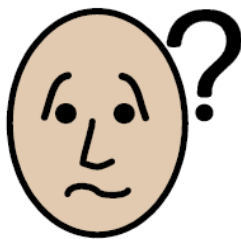
Providing your care during COVID-19
Inpatient Information

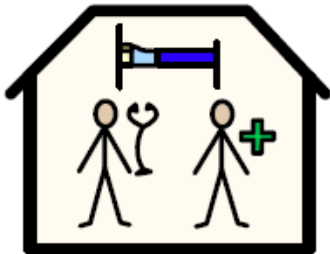[Type text]
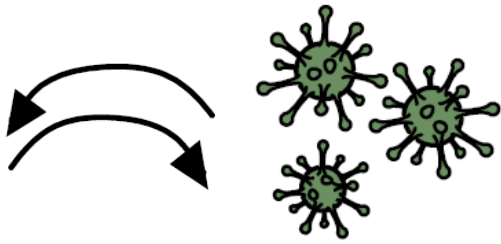
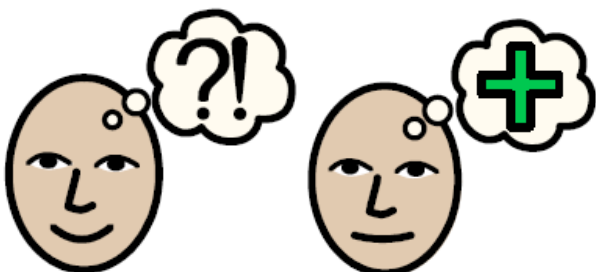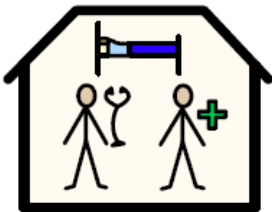|	
	Life has been **changing** because of the **Coronavirus**.
	There is lots about the **Coronavirus** on the **news**. You might be feeling **worried**.
	Especially if you need to **go** into **hospital**.
	We are still **supporting** people with mental **health needs** and **learning disabilities**.

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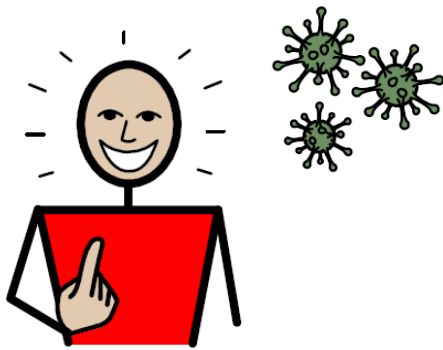
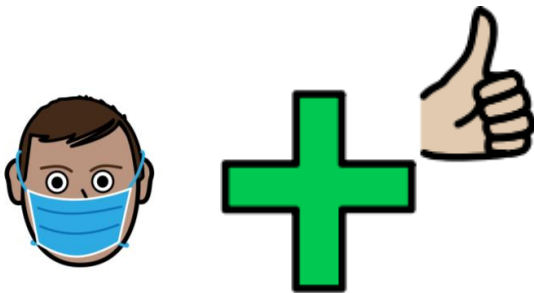# Going to hospital

Going into **hospital** can be **scary.**

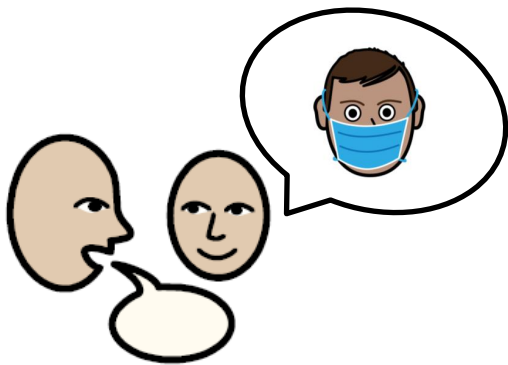We will give you as much **information** and **support** as we can.

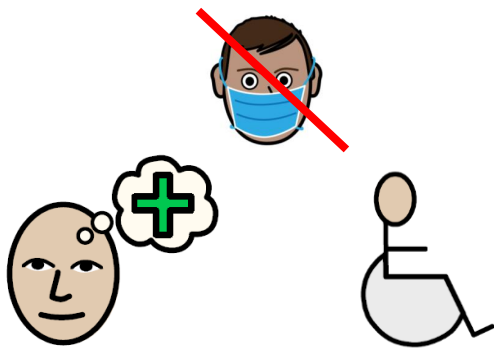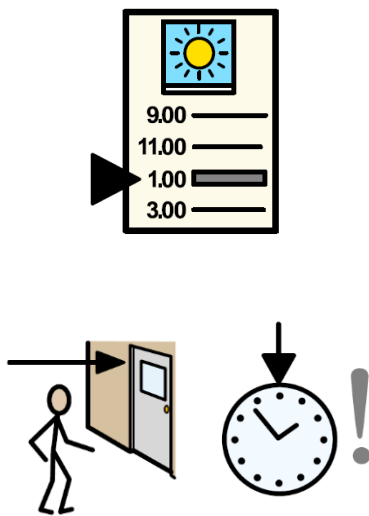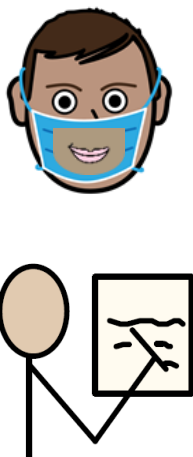|	
	The government has said that everyone in hospital has to wear a **face mask at all times** now.
	This is because people can have COVID-19 **without** showing any symptoms like a **cough** or a **fever**.
	Wearing face masks will help to keep everyone **safe**.
	If you don't have a mask, please **ask** a member of staff at the **hospital entrance** to give you one.

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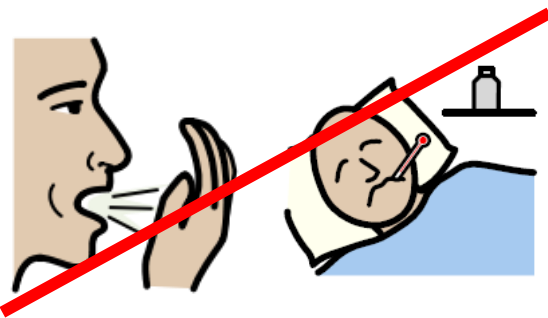|	Some people may find it **difficult** to wear a face mask because of **physical** or **mental health** conditions.
	If you find you **can't** wear a face mask because of this, other options may be possible: • **Timed appointments** • Being **seen** immediately on **arrival**
	If you are **deaf** or **hearing-impaired**, staff will make sure they can still **communicate** with you. This includes: • Using **clear masks** • **Writing** things down

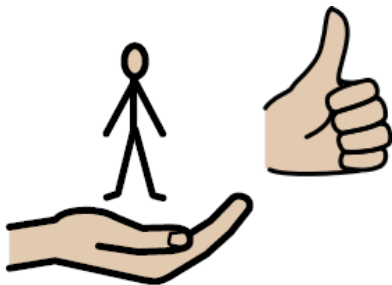|	
	- **Speech to text apps** - **Sign language**
	At the hospital you will get a **test** for **COVID-19**.
	Even if you **don't** have a **cough** or a **fever**.
	We will have to **wait** for the **result** to come back.

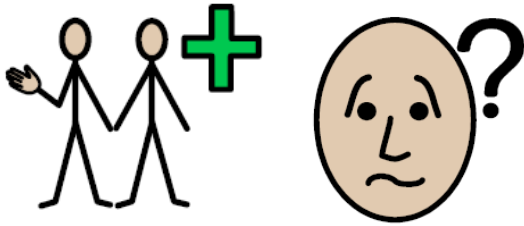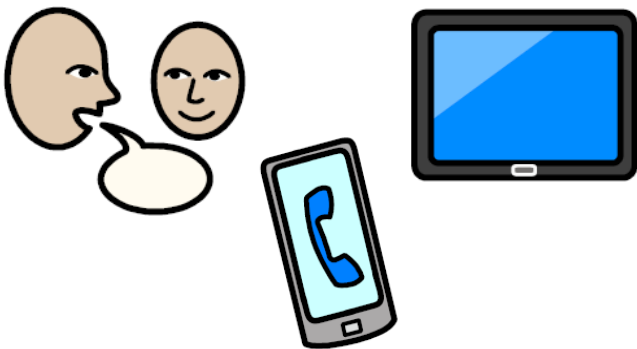|	
	While we **wait** you will need to **stay in your room.**
	You also **won't** be able to **meet people** other than your staff.
	This is **important** to do to keep everyone **safe.**
	It might make you feel **anxious** or **worried**.
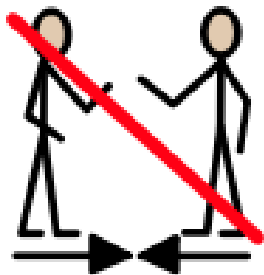
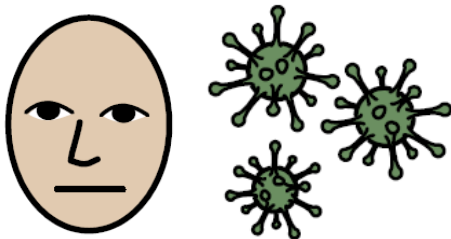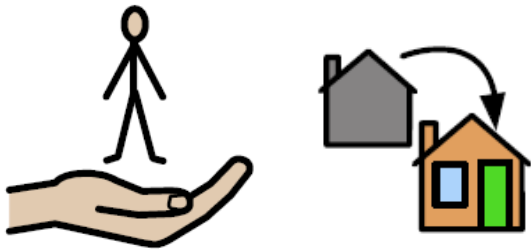|	
	Staff will **help you**. You can ask them **questions**.
	They will help you **talk** to your **friends and family** safely.
	If your test is **negative** you **won't** need to do anything else.
	If your test is **positive** this means that you have the **Coronavirus**.

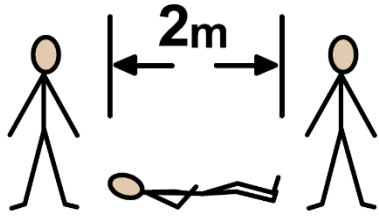|	You and others around you need to be **protected**. You might have to move wards.

<u>On the ward</u>

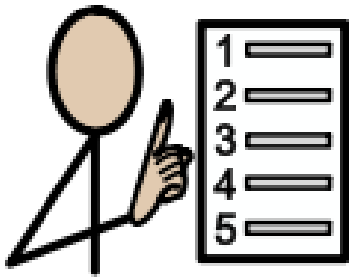|	Staff will now wear **special clothing** to keep you and themselves **safe**.

	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**.

<u>Seeing your family or carers</u>

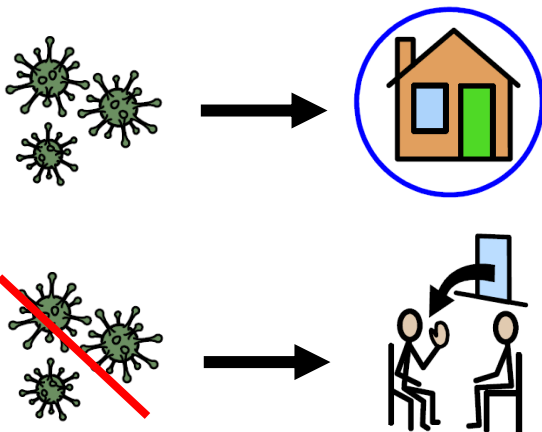|	
	It is **important** that we **protect** you and your family.
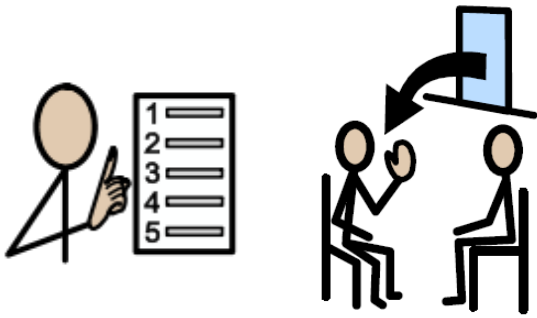
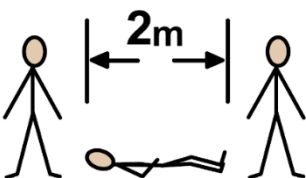|	
	Your **family** and **friends** can now **visit** again under the rules of the government.
	You will see your visitors in the **reception area** where possible.
	Your family and friends will need to **contact staff** before the visit to agree on a date and time.
	Staff will ask your family/friends 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**
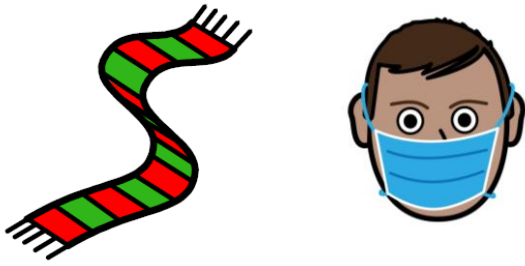
|	
	Your visitors will have to wear a **scarf** or **mask** to cover their mouth and nose.
	You will be called to **reception** once your visitors are there.
	Staff will be near while you are seeing your family or friends to make sure everyone is **safe**.
	Visitors will also need to keep the **2-metre distance** and **wash their hands**.

Getting essential items

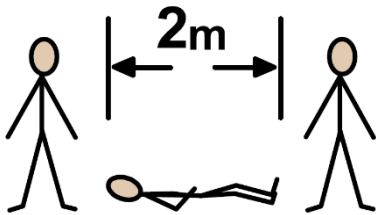People may need their **family or carers** to do their **shopping**.
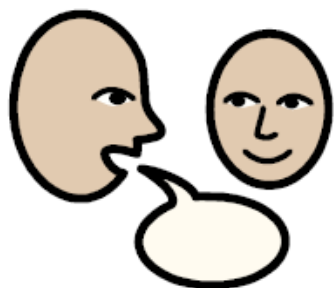
If you need anything please **ask your family** to talk to **staff**.
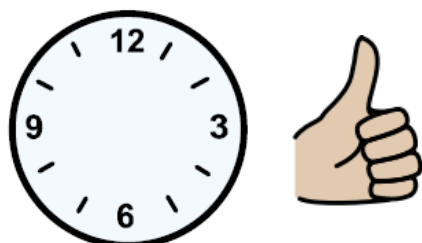
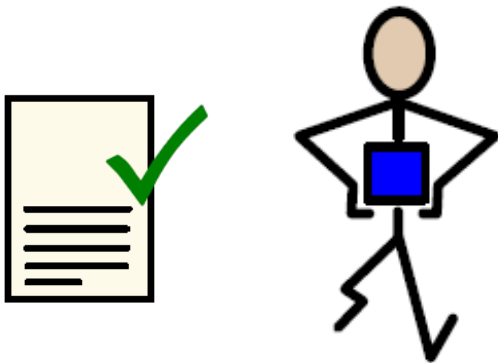They can find a **time** for dropping off your **shopping**.

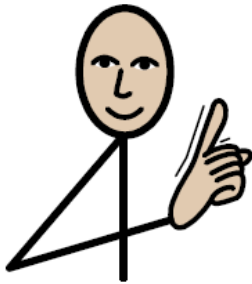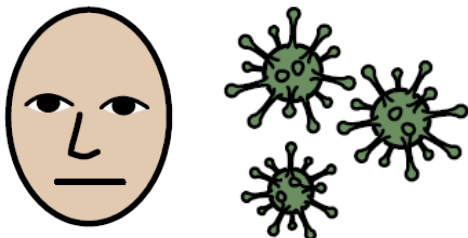|	
	Your family or carer will need to **wash their hands**.
	They will need to stay 2 **metres away** from others on the ward.
	They can drop your shopping at **reception**.
	Staff will **pick up** your shopping and **check it** before bringing it to you.

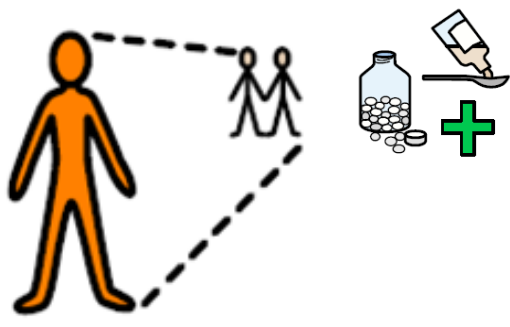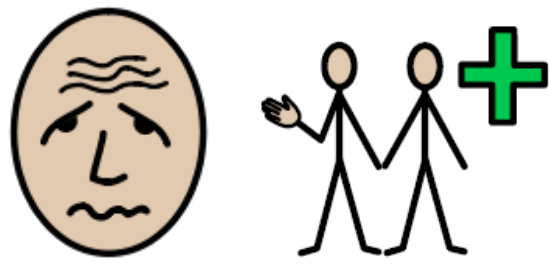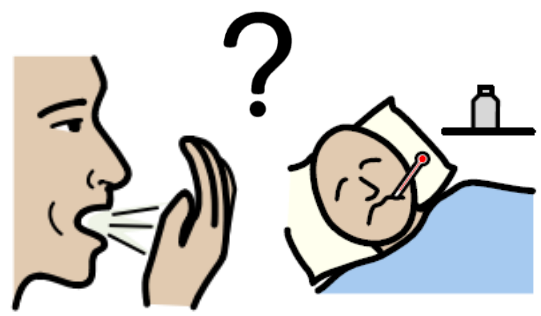|	This is to keep everyone **safe**.
	Please only do this if it is really **necessary**.

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**.

If you are unhappy about our services…

 Please tell a member of staff.

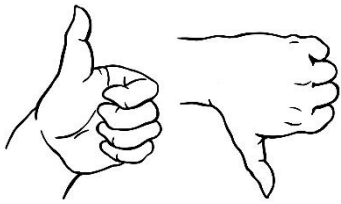 **Freephone** 0800 052 0219 or

[Type text]

Email tewv.pals@nhs.net.

Feedback

We'd like to know if you thought this information was

- good or bad

- if anything was missing you wanted to know

- if there was anything you didn't understand.

Let a member of your care team know.

Find this information

Staff - T:\Patient and Carer Information\Trustwide\LD Trustwide
Service users and carers - https://www.tewv.nhs.uk/providing-your-care-during-covid-19-inpatient-information/

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