

Routine Visiting Policy

To book your visit please
phone our

Visiting Facilitator

056 77 85280

Line is open VISITOR

Monday to Sunday

10:00 – 13:00

14:00 to 16:00

Visiting Times

2:00pm to 4:00pm (last app 3:30pm)

6:30pm to 8:30pm (last app 8:00pm)

One visitor daily, four twenty minute visits weekly



St. Luke's General Hospital Carlow | Kilkenny

Dear patient,

We are all too aware that visitors form an important part of your day and enhances the healing process.

During Covid19; strict visiting restrictions were in place for the safety of patients and staff.

However, due to the easing of restrictions we are excited to implement our new Routine Visitor Policy and welcome visitors back to our wards.



Naturally there will be exceptions and special circumstances will be discussed at ward level.

This policy reflects a balance between the needs of our patients, their visitors, hospital staff and hospital procedures.

The purpose of our policy is to prevent and control the spread of infection and to provide a safe, secure and comfortable environment for patients, staff and visitors.

To achieve this, patients will be allocated four slots per week of twenty minutes duration.

Potential visitors will need to book their visiting slot via our new dedicated phone line – 056 77 85280

Prior to booking, you may wish to discuss with family/friends a rota as only one visitor per slot is allowed.



Each patient (unless exemptions are in place with the ward manager) will be entitled to no more than the allotted four visits per week.

Failure to adhere will result in reduced visiting times for other patients, and could result in your visitor being removed from your visitors' list. Set a timer on your or your visitor's phone to ensure other patients do not miss out on their visit.

Clothing and other items can be left into the porter kiosk at any time and they will be delivered to your loved one. Laundry will be sent down from the wards to the laundry pick-up point inside the front door. **For infection control purposes all laundry must be collected within twenty-four hours or may be disposed of.**

Children under 12 will not be permitted to the wards unless prior agreement is made with the Ward Manager. We encourage the ongoing use of mobile phones and laptops to keep in touch with loved ones who may not be able to visit.



Friends or relatives on other wards may not be visited during the allocated visiting slot. Please do not ask your visitor to check in with any other patient on arrival or departure.

Social distancing still remains a priority so your visitor will be required to comply with hand-hygiene protocols, sanitising and the wearing of a surgical mask.



Your visitor must not remove their mask on arrival at your bed/room. Other PPE measures will be advised at ward level if needed.

We would ask that visitors do not sit or lie on the side of your bed and limit their interactions as much as possible; this includes other patients and all visitors.

Please consider other patients' needs for rest and privacy.



It is important that visitors and patients accept personal responsibility with respect to the infection risk that they may inadvertently be exposed to during their visit. That safety depends on their behaviour during the visit.

Routine Visiting Policy | No Outbreak

Each visit should be prearranged with the Visiting Facilitator on 056 77 85280

The recommended visiting time is 20 minutes. Each patient is allowed one designated visitor four times a week. (Your nominated visitor may change daily)

For end of life care, there is no upper limit on the frequency or duration of visiting; this however is subject to the ability of the hospital to manage visiting safely.

A record of designated visitors will be recorded on the individual patient contact list. This will include the time of arriving and leaving.

Any staff member can request that visitors leave if the length of stay is over the agreed time. Visitors who do not adhere to guidance will be asked to leave and may be declined subsequent visits if there is a pattern of non-compliance.

Visitors must accept responsibility with respect to the infection risk that they may inadvertently be exposed to during the visit. Their safety depends in a large measure on their behaviour during the visit. A signed acceptance may be appropriate.

When the appointment is being made, the designated visitor will be asked Covid19 related questions from the visitor screening questionnaire.

On arrival to St Luke's Hospital visitors will be asked by a **relevant person** to put on a **surgical facemask**. Cloth Masks are not permitted.

The visiting screening questionnaire will be given to the visitor at the **check-in** desk. The visitor will be asked to **complete and sign this form and hand it to the relevant security officer situated at the kiosk**. If the answer to any of these questions is yes the visitor will **not be permitted** to visit you at that time.

All visitors will be asked to complete **hand hygiene** on entry and exit to the ward.

Visitors should be assisted by a staff member on wearing **appropriate PPE** and educated and supervised by a Health Care Worker for the donning and doffing of PPE. Strict **hand hygiene** must be adhered to at all times.

Visitors should also **not visit if they have vomiting and/or diarrhoea or other infections, because of the risk of introducing infection to the patient and to the ward**.

Visiting maybe **suspended during an Outbreak of infection** but can be reviewed on a case-by-case basis.

Visiting may also be restricted in medical or emergency situations.

Visitors under the influence of alcohol and/or drugs will not be permitted onto the wards.

Visitors are asked not to use the toilets used by patients. Ask a member of staff for directions to the nearest public toilet.