

## Information and support for inpatients

### Coming into hospital during COVID-19:

We recognise that coming into hospital can be an unsettling experience when hospitals and healthcare systems are all running as normal. Coming in during the COVID-19 pandemic may feel especially difficult. Some staff will be dressed in necessary personal protective equipment, which may add to a sense of strangeness. For some, you may be in hospital because you have tested positive for COVID-19 or are awaiting test results for COVID-19. We know people can find it difficult while awaiting test results. For others you might be in hospital for different medical reasons; you might be worried about your own underlying medical condition and concerned that you could contract COVID-19 in hospital. Facing uncertainty both because of your own physical health as well as the wider uncertainty of the pandemic, may feel very difficult.

While we cannot take these worries and uncertainty away, we have put together some practical tips for your admission as well as resources here ([link to internet patient page](#)), which may help. We also want to remind you that our hospital staff are working very hard to support you and are taking all the necessary precautions to reduce and contain the spread of the virus. You too can play your part in this by listening to the advice given and seeking support from staff if you are unsure about something.

### Practical tips for when you are an inpatient:

Very often we worry because we have questions that perhaps we haven't had an opportunity to ask and can only be answered by nurses and doctors. Therefore, it is a good idea to prepare before going into hospital (if pre-planned) or before staff come to your bedside. Here are some suggestions:

- ✓ Use a notebook and pen to help, or the notes page on your mobile phone
- ✓ When questions come into your head write them down
- ✓ Tell staff that you have questions and ask for clarification if necessary
- ✓ Write down the answers as soon after the conversation as possible, that way you can go back over the answers later in the day
- ✓ If the ward is noisy, use a set of headphones or earplugs to reduce the noise
- ✓ Keep your mobile phone charged up and if you can't reach a socket ask a member of staff to help when they are at the bedside

### Items to bring in for your hospital admission:

- ✓ Mobile phone and charger
- ✓ Picture of your loved ones/ family members
- ✓ Earplugs
- ✓ A set of headphones
- ✓ A notebook and pen
- ✓ A Kindle if you have one
- ✓ Hearing aids if you use them and the container to keep them safe
- ✓ A pair of reading glasses if you use them
- X Don't bring valuables or important sentimental items as they may get mislaid

### Support during your stay:

We are aware that the visiting restrictions that are currently in place may make your hospital stay more difficult both for you and/or your loved ones. For this reason, our medical social work team have established a relative support line to act as a link between you and your family during your stay. They may also be able to provide iPads at the bedside so you can connect with loved ones remotely. See below for their details.

#### COVID-19 Relative Support Helpline

Open: Monday to Friday, 8am-8pm, Saturday and Sunday 10am-4pm

Call: 01-221 4009 or 01-221 5045