

## Questions or Concerns

Should you have questions or concerns regarding this service please do not hesitate to get in touch via ward staff, phone or email.



**Wirral University  
Teaching Hospital**  
NHS Foundation Trust

For further information regarding Wirral University Teaching hospital's COVID-19 Privacy Notice please visit:

<https://www.wuth.nhs.uk/about-us/how-we-use-your-information/>

This leaflet is available in large print, Braille and on tape.  
Please contact 0151 604 7289.

This information is also available in other languages,  
please contact a member of staff for details.



Wirral University Teaching Hospital NHS Foundation Trust operates a  
No Smoking Policy. Please refrain from smoking on site.

# Family Support Team

We are here to keep patients and their families in touch with each other whilst visiting restrictions are in place.

Author: Marg Davies - Lead Nurse for Patient Safety and Family Support  
Date of Publication: Jan 2021  
Date for Review: May 2023

PL/5187/MI/Family Support Service V6.2 **Do Not Copy.**  
For further copies contact Medical Illustration Department quoting the PL number

[wuth.nhs.uk](https://www.wuth.nhs.uk)

The Family Support Team is there to help patients keep in touch with loved ones by passing on messages by:



Letter



Photographs



Email



Video  
recordings

If you would like the Family Support Team to help you keep in touch with your loved one please ask a member of the ward staff or contact us using the email or phone numbers below.

[wuth.familysupportteam@nhs.net](mailto:wuth.familysupportteam@nhs.net)

Direct Dial: 0151 552 1833      Extension 7808

Direct Dial: 0151 552 1834      Extension 6974

Direct Dial: 0151 552 1837      Extension 6975

The Family Support Team can provide 'caseworkers' who are non-ward based nursing staff who can act as a liaison with relatives to provide additional support and advice.

This is aimed at trying to alleviate calls to the ward and support families due to the difficulties which arise as a result of visiting restrictions.

### Actively Supporting You

When a person is admitted to hospital the Family Support Team will proactively contact their next of kin to facilitate the sharing of messages and provide updates on care if they so wish.

This will help you keep in regular contact with your next of kin and also enable staff on your ward to spend more time providing direct care to you.

Any change in COVID-19 status will be conveyed by the ward staff not the Family Support Team.

### Helping us to keep your loved one safe

The Family Support Team will take to the ward on your behalf one bag of essential items.

For soiled clothing to be collected, this must be negotiated by the ward and yourself to collect from the main entrance to the hospital. To further reduce the spread of infection, this will be disposed of after 48hrs if not collected.

Certain items of food can be brought into the hospital for your loved one to enjoy as follows.

#### **Please read this carefully as refusal often offends.**

All packaged food must be sealed correctly, clearly showing the use by date, ingredients and allergen information. Only food that has been sealed by the manufacturer using heat seals, tamper-proof lids and bottle tops should be allowed. We cannot accept home produced items and goods sealed with a sticker.

#### **Food that can be brought in;**

Confectionery (not including alcohol) / Sweets  
Biscuits  
Washed fruit  
Crisps/snacks

#### **Food that CANNOT be brought in;**

Ready to eat (RTE) products  
Sandwiches or salads items, meat products such as pies, pasties, sausage rolls, scotch eggs, quiche/flans.  
Take-away meals or ready meals including pizzas, burgers and kebabs.  
Cheese, eggs, soups, gravy, sauce/s and stocks, unwashed fruit.  
Cooked meat, fish and poultry products or pastes.  
Raw meat, eggs, vegetables or fish.  
Fresh or artificial cream based products.  
Custards, milk, yoghurts, mousses, milk shakes, cream cakes or ice cream.  
Any items that may contain alcohol - Chocolate liqueurs, cakes and desserts.