

# Staying in contact with family and friends

Virtual visits keeping you in touch



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**Virtual visiting by phone or tablet is a way of keeping in touch if visiting is restricted because of specific circumstances or visiting in person is not possible for your family eg family living abroad or being cared for at home.**

We want families and loved ones to stay connected. We know how important these connections are for the well-being of patients, residents, those receiving care and their families at home.

In recent times we have seen how valuable technology has been in keeping loved ones in touch. Our person-centred virtual visiting approach is enabling those really important conversations to happen between those using health and social care services and the people that matter most to them in their lives.

The information in this leaflet will explain how virtual visiting works, and how you can stay connected with your family and friends.

### **Using your own device**

- Patients, residents and others are encouraged to use their own wifi enabled phones or tablets and to make use of the local wifi where available to stay connected. You might have your own phones and tablets but still might be unsure of how to connect virtually with your family and friends.
- We want to make this as easy as we can, for you to do it safely and comfortably. Our staff can assist you to connect with family using your own device. Please just ask a member of staff who will arrange a suitable time to help you have a virtual visit and in the meantime please take time to read this leaflet.
- This guidance is for all using devices for virtual visiting and is here to protect you and your fellow patients/service users.

### **If you don't have a device**

- If you do not have access to a phone or tablet of your own our staff can help to make virtual visiting happen. Please just ask a member of staff and we can put the wheels in motion to get your virtual visit arranged.
- Meanwhile, please take time to read all of this leaflet. This guidance is for all using devices for virtual visiting and is here to protect you and your fellow patients/residents.

# Please follow the guidelines below when conducting a virtual visit:



Please ensure that no other patients can be seen when holding your call.



Always use a front facing camera.



Ensure that nothing can be seen behind you.



Please use headphones if possible.



Talk at normal levels and be aware that your side of the conversation may be overheard by other patients and staff members.



Do not make calls once lights out has occurred.



Make sure your phone is on silent when you are not using it, so as not to disturb others.



Please return the device to staff immediately after use (if using our equipment). This will ensure it is cleaned appropriately and ready for use again.

**Thank you for your understanding and co-operation.**