

# Message to a loved one service

Information for relatives, friends and carers of patients in our care



**Patient feedback**

listening to you

The team can be contacted  
9am - 12 noon, Monday to Friday

Tel: 0116 295 7297 or 0116 295 0818

Email: [LPTpatientexperience@leicspart.nhs.uk](mailto:LPTpatientexperience@leicspart.nhs.uk)

Online form: [www.leicspart.nhs.uk/messagetolovedone](http://www.leicspart.nhs.uk/messagetolovedone)

[www.leicspart.nhs.uk](http://www.leicspart.nhs.uk) follow us on Twitter @LPTpatientexp

We have set up a new message to a loved one service to help you keep in touch with your loved ones while they are in hospital. This information explains what support the service can provide to patients, relatives and carers and how you can use it.

## Why did we set up our message to a loved one service?

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Keeping our patients safe is always our number one priority. You will be aware that inline with guidance issued by NHS England on managing Covid-19 (Coronavirus), we have had to stop visiting to all our hospitals. We didn't take this decision lightly but have done so to protect patients, their families and our staff and prevent the spread of the infection.

We recognise that not being able to see your loved ones will have a significant impact on you and the people you are close to. It is important to us that you can maintain contact with your loved ones and that you have the opportunity to send them messages during their stay in hospital.

Wherever possible, we encourage your loved one to bring a mobile phone or device to hospital with them to enable them to contact you directly. Due to the variety of conditions we treat and individual circumstances, we appreciate that having their own phone or device may not be possible or appropriate for some of our patients.

The message to a loved one service has been established to help you to keep in touch with the people you care about while they are in hospital, and to free-up time for our clinicians who are already facing increasing demands. You can contact the team to send any messages to your loved ones whilst they are on our wards.

The message to a loved one service offers a range of different ways you and your loved ones can maintain contact. We can:

- Be a point of contact for relatives and carers to enquire about patients on our wards
- Relay messages to and from our patients
- Provide advice and answer general queries about how we are managing the Covid-19 situation.
- Arrange virtual visiting with video call to family

Please note: this service will not be able to provide you with any clinical information about your loved one.

The message to a loved one service will support patients and families across all inpatient wards across Leicestershire Partnership NHS Trust sites.

## How can I pass on a message to my loved one?

The team will work with the staff caring for your loved one to relay the messages to and from their loved ones.

You can contact the team on the telephone number or email address on the front page of this leaflet, or you can complete our online form. You will be asked a few security questions in relation to the person you would like to send your message to. Once this is complete your message will be recorded by a member of our team and passed to your loved one. You can also send photos via email if you would like to do so.

We will protect patient confidentiality at all times. Messages from our patients will only be provided to those people they have given consent for us to have contact with. For patients who cannot give consent, we will only relay messages and updates to the person we have recorded as next of kin. We ask that any other family or friends seek information about the person in our care from their next of kin.

Due to visiting restrictions, family and carers will not be allowed to enter the hospital. The only exceptions (where one visitor – an immediate family member or carer – will be permitted to visit) are listed on the next page:

- The patient you wish to visit is receiving end-of-life care.
- You are a parent or appropriate adult visiting your child.
- You are supporting someone with a mental health issue such as dementia, a learning disability or autism, where not being present would cause the patient to be distressed.

## How can I find out more about Covid-19?

The guidance regarding Covid-19 changes very quickly. We recommend that you use the NHS England website at <https://www.nhs.uk/conditions/coronavirus-covid-19/> to find information about Covid-19.

If you are concerned about the health of anyone in your household, please visit <https://111.nhs.uk/> in the first instance.

**If you need help to understand this leaflet or would like it in a different language or format such as large print, Braille or audio, please ask a member of staff.**

**Creating high quality, compassionate care and wellbeing for all**

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