

# Message to a loved one service

Information for patients  
to keep you connected



**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: [lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net)

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

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

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

Keeping you, 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 you, your 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 your stay in hospital.

Wherever possible, we encourage you to bring a mobile phone or device into hospital to enable you to contact your family and friends directly. Due to the variety of conditions we treat and individual circumstances, we appreciate that having your own phone or device may not be possible or appropriate for some of you.

The message to a loved one service has been established to help you to keep in touch with the people you care about, and to free-up time for our clinicians who are already facing increasing demands. You can contact us and we will act as the go-between to enable you to send and receive messages from the people you tell us you want contact with.

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 you
- Relay messages to and from you and your loved ones
- 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 your contacts with any clinical information about you.

The Message to a Loved One Service will support patients and families across all inpatient wards across Leicestershire Partnership NHS Trust sites.

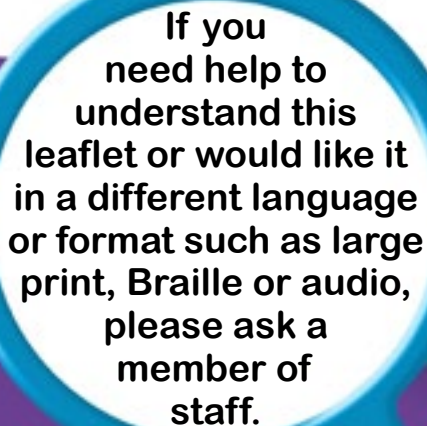
## How can I pass on a message to my family and loved ones?

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

You can ask a member of staff on the ward to help you write your message. Your message will then be passed onto our Patient Experience Team who will contact your nominated family member, loved one or friend and pass on your message.

We will protect your patient confidentiality at all times. With your consent, we can pass on messages and provide updates on your behalf about you with your next of kin or the person nominated by you via our consent form. 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 you from your next of kin.

Due to visiting restrictions, your family and carers will not be allowed to enter the hospital. Attendance can only be arranged under exceptional circumstances which will be arranged by a member of staff providing your care.



**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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