



Helping patients & their relatives stay connected

while visiting restrictions are in place



Whittington Health
NHS Trust

Thinking of you cards

Relatives / friends can send messages & photos for their loved ones via the Whittington website or by telephoning PALS

Connected Hearts

Volunteers have kindly knitted pairs of hearts that can be used as something tactile to symbolise feeling more connected for patients and relatives

Virtual Visiting

Relatives can be helped by volunteers & ward staff to see and talk to their loved ones via Zoom, Facetime etc using patients' own devices or ward iPADS

PALS & Pastoral Care

PALS & our Pastoral & Spiritual care teams can pass on messages from relatives and help arrange contact via phones & tablets. They can also visit patients at the request of relatives.



Whittington Health
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Thinking of you cards



- A new way to let our patients know their friends and loved ones are thinking about them.
- Relatives/friends can write a message and/or send a photo to their loved one by accessing the Whittington website:
<https://www.whittington.nhs.uk/mini-apps/default.asp?page=Communications/Thinking-of-you.aspx>
- Messages are picked up daily by the PALS team then printed, laminated and delivered to the patient on the same day



Connected Hearts



Whittington Health
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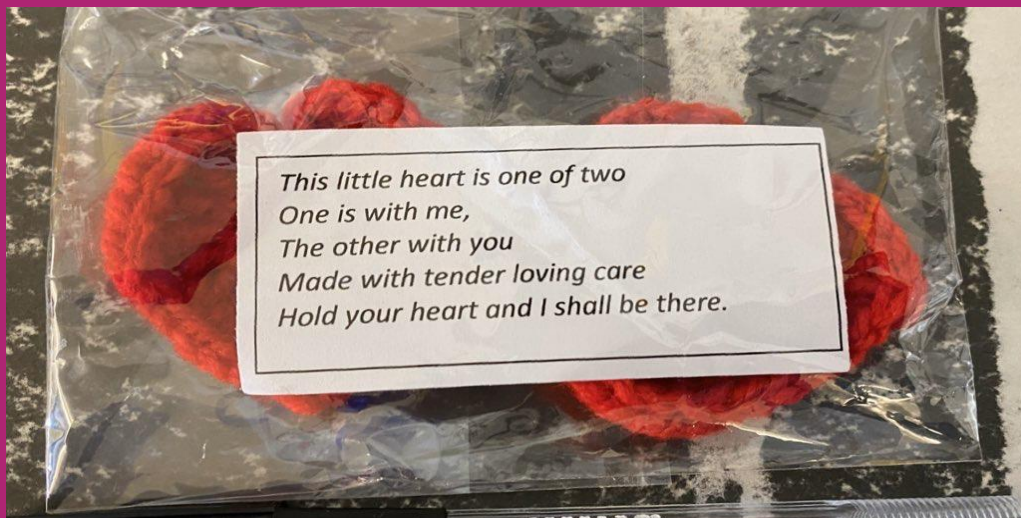


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This handmade heart was knitted as a pair.

One heart has been sent to your family or friend and one has been given to you.

We know it is hard not being able to see your loved ones and hope these make you feel more connected.

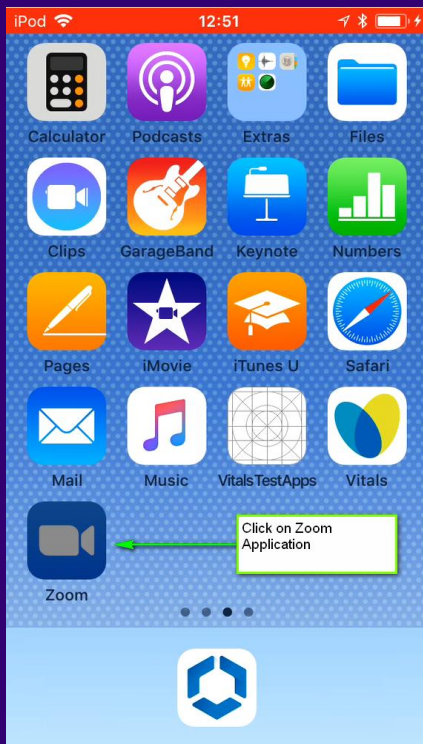




Virtual Family Visiting

NHS

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- Ward staff & volunteers can help relatives and patients see and talk to each other using their own devices or ward iPODs and iPADS
- ITU staff are piloting Life Lines (aTouchAway) in collaboration with Guy's & St Thomas' hospital to provide secure virtual family visiting for patients in ITU (see further guidance)
- The Whittington respiratory MDT (Nightingale ward) facilitated Zoom conversations for patients' families with support from three Medical Support Workers (MSW) and have evaluated their project:


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PALS & Pastoral Care



Whittington Health
NHS Trust



Holy Communion can be brought to patients on request, as well as the Sacraments of Anointing and Reconciliation.

Muslim Prayers are held in the multi-faith room daily. The room is located on Level 3 in the Kenwood Wing. Jumuah/Friday Prayers is held in the Whittington Education Centre at 13:15 (summer) /13:00 (winter). Please ring the Imam via the hospital switchboard or contact 020 7288 5337 for details.

Shabbos room, with Kosher food, is available on Level 4 of the Kenwood Wing for weekends and Jewish festivals. The code can be obtained from the maternity ward. Shabbos Bags are available on Fridays: please call the office on 020 7288 5337 if you would like to order one.

Gideon New Testaments and other faiths' Holy Books are available from the office on request.

Privacy & Confidentiality Statement

We respect your rights to privacy and confidentiality of your records. We offer pastoral care to all patients at the times of our visits. If you request care we may access your records, if required. Your information is processed according to The General Data Protection Regulation 2016 (GDPR) /Data Protection Act 2018 (DPA18) which is on the Trust's Website.

Opening times & Where to find us
The office is open Monday to Friday 9:00am – 4:00pm. Telephone number 020 7288 5337 (24-hour On-Call service Via Hospital Switchboard)

The Chapel of St Mary for Church of England, Roman Catholic and all Christians is located on Level 3 in the Kenwood Wing



The Multi-Faith Prayer room is located on Level 3 in the Kenwood Wing, and is available for individuals or group use for those who follow other faiths apart from Christianity. The multi-faith room has ablution facilities.

Patient advice and liaison service (PALS)
If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whit-tr.whithealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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The Department of Spiritual and Pastoral Care



- Our pastoral care team can respond to requests from relatives for spiritual care for their loved ones
- Our hospital chaplains and RC clergy are available to provide support 24/7 for Muslim, Christian & Jewish patients & their relatives



- **Thinking of You**

Paul Macpherson p.macpherson@nhs.net
020 7288 5025

- **Connected Hearts**

Lynda Rowlinson l.rowlinson@nhs.net

- **Virtual Visiting**

Lynda Rowlinson l.rowlinson@nhs.net

- **PALS & Pastoral Care**

PALS 020 7288 5551

Spiritual & Pastoral Care Team 020 7288 5337