

## D E C I D E

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|----------------------------|--|
| Define the decision        | <p>Hello, my name is... I'm (<i>title</i>).. I'm phoning about (<i>person's name</i>).</p> <p>She is very unwell now.. Can we talk about how families may be able to visit ?</p> <p>What do you know about family or a friend being with someone who is so ill?</p> <p>What do you think (<i>name</i>) would want? Some people like having those close to them there. Others less so when they are dying and more unconscious.</p> |
| Explain the situation      | <p>It is difficult when families can't be together... Let's talk about what is possible and see what would work best. We have to tell you there are risks in visiting, especially for people who might get very unwell if they catch the virus.</p>  |
| Consider available options | <p>We can usually support 1 or 2 visitors. They need to follow hygiene and protective equipment advice and may need to self-isolate. How would that be?</p> <p>There are other ways to keep in touch when families are not able to visit....</p>   |
| Invite views               | <p>I wish we could let you all visit as much as you and (<i>name</i>) would like.</p> <p>We want to find out what is most important for (<i>name</i>) and her family just now.</p>   |
| Decide together            | <p>Can we agree on a plan for visiting? If the situation changes, I'm afraid a visit may not be possible. To keep people safe, our staff have to decide about the length and timing of any visits. If things change, we'll contact you.</p>  |
| Evaluate the decision      | <p>You think the best option for you is... Let's hope we can make that work.</p> <p>Are you clear about what that means for you and (<i>name</i>)?</p> <p>Do you want to think about it some more and we can talk again later? 28/4/20</p>   |