



Making a difference by providing and promoting quality palliative care for enhanced quality of life

**24 January 2024**

**KENILWORTH IN-PATIENT UNIT (IPU) VISTING HOURS EFFECTIVE 24 JANUARY 2024**

Please note that our visiting hours for our IPU have changed – the decision considers our patients' vulnerable health status but also to allow family and friends to have the opportunity to visit their loved ones. We are happy to share that patients are allowed visitors from **16h00-18h00 from Monday to Sunday**. However, the number of visitors at a patient's bed will be three (3) at any given time.

**ACCESS TO THE IPU WILL BE VIA 2 ACCESS POINTS:**

1. **Via the Main Entrance gate at 92 Harfield Road** – Visitors can access the IPU through the main parking past the Operations office / Auction room and not via the main building
2. **Via the IPU Entrance gate in Greenfield Road** – if there is parking available.

All visitors will be required to sanitise at the entrance to the IPU and the visitors book must be completed on entrance and exit of the unit.

Children under the age of 12 years are allowed to visit under strict supervision of an adult (a maximum of 2 children at a time) If children visit they will be included in the total of 3 visitors allowed.

We encourage you to continue to exercise caution and encourage visitors to be respectful and safe where patients are sharing a room to ensure that our vulnerable and immune compromised patients are not placed under further risk.

We thank our families for your understanding and, patience and co-operation. Please note that we continue to update or adapt our protocols and all IPU services in IPU. Our services and protocols will also be guided at the discretion of the IPU manager according to bespoke IPU protocols already in place.

We continue to value family time and compassion.

Kind regards,

**Dr Ronita Mahilall CEO: ST LUKES COMBINED HOSPICES**

◦ Kenilworth ◦ West Coast ◦ Athlone ◦ Gugulethu ◦  
◦ Grassy Park ◦ Conwyn Bay ◦ False Bay ◦ Mitchell's Plain ◦

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