



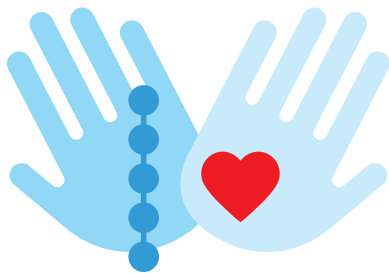
Keeping in touch, and being there for your loved ones

We know how hard it is when you can't visit a loved one in hospital during the COVID-19 pandemic. We are using video calls and other technology to help you keep in touch with them. And no matter what happens, we will be there when you can't be, so that everyone in our hospitals has someone they can turn to. Our promise is that no one dies alone @bthft.



Spiritual care

Our chaplaincy team has qualified representatives from all the major faiths and is available 24hrs, 7 days a week, to offer spiritual and pastoral care to any patient of any faith, as well as those of no faith. Articles of faith and prayer cards are available on all wards.



Precious memories

For those families who lose a loved one they have been unable to visit, we will provide a knitted heart, one of a matching pair, made by volunteers so that the deceased patient and their family have one each. For our Muslim patients we are giving the bereaved family a set of prayer beads.



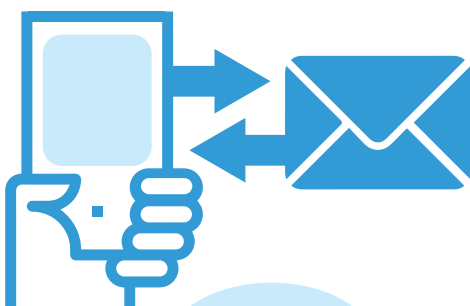
FamilyView

Patients can also speak remotely to loved ones via the FamilyView system. Many of our wards have access to this system, allowing real time communication between patients and relatives using a computer, tablet or smartphone. We can help relatives who do not have access to these devices – details are available by phoning our Relatives' Line.



BabyView

Our pioneering and award-winning 'BabyView' video system allows staff in our Neonatal Intensive Care Unit to send detailed images of infants directly to parents or relatives around the world, who can then view high-quality images of baby on a computer or smartphone.



Thinking of you

thinkingofyou@bthft.nhs.uk This is a dedicated inbox we have created to allow relatives to post messages/videos for patients in hospital which a team can then deliver to the patients in all areas. This is to support patients in their recovery and provide information to them when visiting is restricted.



Relatives' Line

Our Relatives' Telephone Information Line provides basic details to relatives concerned about family members in our hospitals. The line – available on 01274 272747 – is run by qualified clinical staff seven days a week, from 7am to 8pm. It allows a family member to phone for a daily update from a member of the clinical team, or to pass on a message.