

## Virtual Visits Guidelines

We hope that you find your virtual visit to be a pleasant and rewarding one. We will endeavour to make your visit as pleasant as possible. Whilst every effort is made to ensure visits run to time, there are occasions when visits may not commence on time due to operational issues. If you have any questions about visiting arrangements, please speak to your relative/friend's social worker.

Here are some guidelines which we feel will help your visit to progress smoothly;

- Virtual visits must take place at an approved private address, usually the home address of the approved visitor.
- Only approved visitors are permitted to be present during the virtual visit.
- At the start of the visit, the approved visitor will be required to scan the room for the benefit of supervising staff. A maximum of three visitors will be permitted at any time.
- Only primary carers that are authorised visitors to Broadmoor Hospital will be permitted to participate in a virtual visit. The presence of any other person will result in the immediate termination of the visit.
- Consumption of alcohol or illicit substances by visitors during virtual visits will result in the immediate termination of the visit.
- Virtual visitors are expected to maintain appropriate standards of behaviour during visits. Swearing or sexually explicit language, nudity, sexually disinhibited or aggressive behaviour, discussion of criminal activities or anything else that may be deemed to be inappropriate by supervising staff may result in the termination of the visit.
- Virtual visitors are requested to wear appropriate/modest attire. In the event that supervising staff consider the visitor's attire to be inappropriate, the visit may need to be rescheduled.
- Visitors are not permitted to show photographs or facilitate conversations with others via phone, computer or other devices, during virtual visits.
- The area in which the visitor is sat should be free of photographs and anything else that might be deemed to be inappropriate (e.g. alcohol, drug paraphernalia, pornography, etc.)
- No photographs or computer images should be taken during the visit, nor should any portion of the visit be recorded by the visitor.
- Communication between the patient and visitor must always be verbal. Attempts to circumvent this via, for example, holding up written messages to the screen may result in the visit being terminated.
- Broadmoor Hospital, as part of West London NHS Trust, is a smoke free environment. Smoking is not permitted by any individual anywhere on the hospital estate; this includes whilst communicating with patients via video conferencing.

The Clinical Team and Security Directorate would like to thank you for following these guidelines. If you have any questions, please do not hesitate to contact your relative/friend's social worker, who will be more than happy to help you.