

Homecare Service from Alice House Hospice

Service Times

Day Calls

7am - 9.30pm, calls available from
30 minutes upwards.

Sitting Service

7am - 9.30pm

Nights

10pm - 7am

One or two carers are provided per call
depending upon client needs.

Fully trained staff are allocated to meet the
requirements of each individual package.



Alice House Hospice
*Serving the communities of
Hartlepool & East Durham*

To discuss costs, or to make a
referral, contact staff on the
number below and we will be
happy to help.

Alice House Hospice
Alice House
Wells Avenue
Hartlepool
TS24 9DA

Tel: 01429 855555
Fax: 01429 855556

or visit our website at:
www.alicehousehospice.co.uk

Hartlepool Hospice (known locally as Alice House Hospice and formerly
Hartlepool & District Hospice) is a charity within England and Wales registered
with charity number: 510824.
Hartlepool Hospice Ltd is a company limited by guarantee and registered in
England and Wales with company number: 1525658.
Registered office: Alice House, Wells Avenue, Hartlepool, TS24 9DA

*Serving the communities of
Hartlepool & East Durham*

Homecare



Providing services to the
communities of Hartlepool
and East Durham

**Caring physically,
psychologically, socially
and spiritually for
patients and their families**

Dignity, Respect, Support and Care

Homecare with Alice House Hospice

Most people prefer to stay in their own homes but can find some day to day activities challenging.

Having support with daily activities within your own home and local community can help promote independence, offer companionship and prevent isolation.



Our Homecare Service is as individual as you are and can help you live your life, your way.

All of our carers are highly trained individuals who work with other healthcare professionals such as District Nurses to provide an excellent service.

Our staff provide care with dignity and respect and are both trustworthy and reliable.

The Service is personalised for each individual; we consider your needs and what you would like to achieve and work with you to deliver the level of support that is right for you, ensuring dignity and respect at all times.

We are able to provide packages of care and support up to 24 hours per day, including Respite Care at home, depending on your assessment and personal needs.

Our Healthcare Assistants are all fully trained and if specialist care is required our staff are experienced in caring for those with a life-limiting illness and are able to assess your individual needs on a daily basis and tailor their care and support to you. They are able to utilise any specialist equipment within your home and identify the need for other care professionals to be involved, if deemed appropriate.

Where transport or travel is required as part of personal support needs (taxi to appointments or for shopping) the cost would need to be met by the individual.

Homecare can provide assistance with:

- > Washing, bathing and dressing
- > Meal preparation and feeding
- > Administering medication
- > Social support
- > Domestic and shopping duties

Depending on your needs you may be able to access this service using a Personal Budget, Direct Payment or through Continuing Healthcare Funding; speak to your Social Worker or Care Co-ordinator to see if this can be arranged.



Alice House Hospice also provide a Day Service for those who want to get out of the house and meet like minded people

What do people think about our Homecare Service

"They are all very good at their jobs. I look forward to my day out every week."

"All helpers are very efficient and helpful."

"First Class!"

"The staff who work here deserve all the credit in the world for the care they are giving my dad at the minute; I can't thank them enough."

"Heartfelt thanks for the care, love and respect you all held for us through our time of need."



Complementary Therapies are also available from Alice House Hospice