



FREQUENTLY ASKED QUESTIONS

We have put together this list of frequently asked questions in response to the queries we are beginning to receive about the ongoing COVID-19 pandemic.

We will update this list regularly over the coming weeks.

Novel Coronavirus (COVID-19)

Are there any visiting restrictions at Alice House?

YES. We are preparing to help the NHS with their community and end of life patients. To ensure the continued safety of our current patients and our own front line staff there are further visiting restrictions. **Effective from Friday 3rd April there will be no visiting allowed.** The Clinical Team will continue to keep families informed.

Is your Bistro still open?

NO. Meals are still being provided to patients but our Bistro is now closed to the public. A limited menu of soup and jacket potatoes is available to staff.

I attend Counselling/Complementary Therapy/Day Service in the Holistic Wellbeing Centre - will that still go ahead?

NO. All services delivered from the Holistic Wellbeing Centre are cancelled until further notice. If you have an appointment a member of staff will contact you directly to reschedule.

I've got a cough but I don't think it is Coronavirus, can I still visit my family member.

NO. If you are showing any symptoms of a cough or high temperature please do not enter the building. Go home and follow the NHS and Government advice for self isolation.



www.gov.uk/government/topical-events/coronavirus-covid-19-uk-government-response

www.nhs.uk/conditions/coronavirus-covid-19/

I receive Homecare, will your staff still make calls?

YES. Our staff will go above and beyond to make sure that your calls are completed.

Can I still make a referral to Alice House?

YES. Referrals are still accepted but in time this may change. We will make everyone aware of our current situation on our Social Media platforms and Website.

How are you protecting your Staff and Volunteers?

Many of our staff are able to work from home and will do so for the immediate future. For those in patient care and for vital back office services, a strict health protocol is in place. Anyone showing symptoms or who has been in contact with anyone required to self isolate will not be allowed to come to work.

I receive Homecare, what steps are you taking to protect me from the virus?

Our staff are fully aware of the Infection Control processes to follow are doing this fantastically well. Staff are aware that if they have any symptoms they are not to attend work and inform the Hospice immediately.

I Volunteer at Alice House, can I still come to work?

NO. All our volunteers have been sent home to ensure their continued safety.

Are Fundraising events still going ahead?

NO. All fundraising events up until the end of June 2020 have been POSTPONED. New dates, once confirmed, will be made available on our website.

Are the Hospice shops still open?

NO. All of the Alice House Hospice shops have been closed until further notice.

I've fundraised and have money to pay in, how can I do this?

As visitors to the Hospice are now restricted, the best way to give us your fundraised money is to use the Donate button on the front page of the website at www.alicehousehospice.co.uk.

Telephone: 01429 855555 | **24 Hour Helpline:** 01429 855558
Fax General: 01429 855556 | **Fundraising Telephone:** 01429 855529
Website: www.alicehousehospice.co.uk

Emailing us

Referrals: alicehousehospice.referrals@nhs.net

General: enquiries@alicehousehospice.co.uk

Fundraising Enquiries | fundraising@alicehousehospice.co.uk



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