

Visiting at Alice House



Alice House Hospice
Serving the communities of
Hartlepool & East Durham



We value how important it is being able to spend time with loved ones and we want to continue to support visiting. We do however, have to keep everybody safe.

Please help us do that by following the steps in this leaflet.



Visitors are required to take a lateral flow test before each visit.

We can provide tests or you can complete your own, but you will need to show a negative result on arrival.



Visitors are required to check their temperature at main reception.



Personal Protective Equipment (PPE) is provided for all visitors and must be worn throughout the visit.

Apron and gloves must be taken off and hands washed before leaving the patient's room at the end of the visit.



Please remove your mask on leaving the building and decontaminate your hands using sanitiser provided.



Please do not enter the corridor wearing your PPE, if you need assistance, please use the nurse call.



We can allow a maximum of 5 people per patient 'bubble' - this is determined by the patient and their family.



Please book a visit by calling 07983 019 881

10:00

Visits can be booked between 10am and 6pm and are not time restricted.

18:00

Each patient may have a maximum of 2 people per visit/per day.



Please wipe down any gifts or shopping you bring into the Hospice.

In exceptional circumstances we can support compassionate visiting arrangements.



We can also support Virtual Visiting with our Facebook Portals.

Ask a member of staff for more information.



If you are unsure about anything or have any questions please ask a member of staff, we are happy to help.



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Thank You!