

Hospiscare COVID-19 Public FAQs **Updated: 07/04/2020**

Hospiscare is keeping up to date with relevant health advice from Public Health England and the UK Chief Medical Officer regarding COVID-19 (coronavirus) to ensure our services continue as safely as possible. Here are some frequently asked questions that will help you and us at this difficult time.

What is COVID-19 (coronavirus)?

COVID-19 is a new illness that can affect lungs and airways. It's caused by a virus called coronavirus.

What are the symptoms?

A new continuous cough or a high temperature over 37.8°C

What should I do if I suspect I may have coronavirus?

If you have the above symptoms, you should self-isolate for 14 days (7 days if you live alone).

Should I come to visit if someone in my household is self-isolating?

If a member of your household is self-isolating, you now need to self-isolate for 14 days also (7 days if you live alone).

How to reduce the risk of contracting coronavirus

- All visitors should implement and promote good hand hygiene, i.e. regular and thorough hand-washing for at least 20 seconds by everyone at any Hospiscare site or in our community. www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/
- The virus could be contracted by touching contaminated surfaces or objects. Our housekeeping team are regularly cleaning desks, keyboards and telephones handsets, handrails, door handles and light switches.
- Use sanitising hand rub from dispensers when available, but remember thorough hand washing is also effective with any soap (it does not have to be an antibacterial soap)
- When sneezing and coughing, follow the rule of "Catch it, bin it, kill it"; catch sneezes and coughs in a tissue, carefully dispose of the tissue and wash your hands
- Avoid touching your face with unwashed hands
- Avoid close contact with anyone who is unwell

What should I do if I can't access hand gel?

Regular and thorough hand-washing using soap and water is best practice in protecting against viruses. This should be done when arriving at and leaving a Hospiscare site, after using the toilet, after coughing or sneezing and after touching your face.

What effect is COVID-19 having on Hospiscare services?

Our vital in-patient ward and community nursing services will continue. Providing safe and effective care of vulnerable patients and keeping our staff well so they can continue to care for our patients are our main concerns. We have decided to suspend our Day Hospice services at all sites as a precautionary measure for the foreseeable future. This will be reassessed as the situation changes and staff, patients and volunteers will be kept up to date. Our Day Hospice patients will continue to be cared for by the Hospiscare community nursing team.

Other services affected include:

- Outpatient and nurse-led clinics will be managed over the phone or by Skype
- Care navigators will be making phone calls rather than face-to-face visits
- Film Club, Bereavement Teas, our cafes at King's House and Searle House and other gatherings are currently postponed
- Complementary Therapy outpatient treatments are being postponed

Visiting the Hospice, Searle House, Dryden Road

Searle House is closed for visitors. Only very close family/carers will be able to arrange a visit by appointment; the clinical team will have discussed this with the next of kin. **All visitors are requested to call ahead on 01392 688000.**

We have asked all non-clinical volunteers, visitors, contractors and suppliers not to visit Searle House. We are also working to enable staff to work remotely where possible to reduce footfall to our specialist ward.

Temporary suspension of Learning and Development courses

Across the health and care sectors, staff are under additional pressure. For this reason and to reduce non-essential footfall in Searle House as a precautionary measure for our patients, we have decided to postpone Learning and Development courses for the foreseeable future. The situation will be reviewed in early April and we may decide to temporarily move our training provision to another site. If you are booked to attend a course up to and including 6 April, please do not attend. We will be in contact with any delegates who may not get this message directly.

How will we decide if fundraising and other events should go ahead?

We will follow government guidance regarding public gatherings and events. From 17 March, we will postpone any events/gatherings and advise our supporters to do the same. We are reliant on these funds to continue our care, so encourage activities to be postponed where possible rather than cancelled.

Are Hospiscare shops still open for customers and donations?

In-line with government advice, all of our shops including online are closed until further notice. We ask the public not to leave donations outside any of our shops.

What will happen if there are cases of the virus at a Hospiscare facility?

The clinical teams will manage this in-line with Hospiscare policies. We are working closely with our health partners and Public Health England who will continue to provide expert advice as the situation changes. As ever, our main concern is safe and effective care and we have a continuity plan that prioritises urgent care for those at end-of-life.

How can the public support us?

Hospiscare is reliant on raising 85% of its £8m funding need from a range of fundraising activities, events and gifts in Wills. These are incredibly difficult times with cancellations of events and other activities. If you are in a position where you can make a donation, set-up a regular monthly direct debit, or consider us for a gift in your Will, please visit our website www.hospiscare.co.uk/donate or call 01392 688020.

General enquires: 01392 688000

Fundraising enquires: 01392 688020

Email: info@hospiscare.co.uk