

Countess of Brecknock Hospice Trust - Covid-19 Statement

The Countess of Brecknock Hospice Trust Charity has a duty of care towards its staff and those we come into contact with. All actions are based on protecting our vulnerable group of patients, both in and out of the hospice, our staff, NHS colleagues and volunteers as well as reducing footfall within the hospice itself, to lower the risk of infection spreading.

Hampshire Hospitals NHS Trust, including the Hospice, are following government guidelines and NHS practices. The Hospice will obviously continue to operate 24/7 however as the outbreak continues, procedures will be constantly reviewed.

As of 20 March 2020:

- **Our Inpatient Unit is open as normal.** Visitors to the hospice to see inpatients will be allowed, but stricter rules around this will apply. Please use the hand sanitiser provided and wash your hands regularly. If you have any symptoms, please do not come to the hospice. Visiting restrictions may apply in future.
- **Our Day Care service has stopped running for the time being.** Patients will be supported - predominantly by telephone.
- **Our Community team** will be actively minimising visits to those really needed and supporting more by telephone.
- **Our Home Care Team is currently operating as normal.** Staff are following all precautions and NHS guidelines.
- **Volunteers:** in line with government advice, we ask all our volunteers over 70 or considered to be high risk because of medical conditions not to volunteer until the outbreak is over or the government gives the 'all clear'. If you are not in the vulnerable group and are fit and healthy, you are welcome to volunteer but should speak with your hospice contact or the Volunteer Co-ordinator. However, you should follow government advice and, if you show any symptoms or are in contact with anyone with symptoms, then you must follow the self-isolation guidelines.
- **The Charity Office staff** will be following government advice and looking to work from home where possible. The easiest way to contact us is by email: info@cobh.org.uk which all staff can access. If you can't email, please call 01264 359789 and leave your name, telephone number and short message. This phone is being checked regularly and we will get back to you as soon as we can. Events are being cancelled or rescheduled. Please keep up to date with our email news or on the website.
- **Fundraisers:** We ask anyone fundraising or planning to fundraise for us over the next few months to weigh up the benefits and risks of their fundraising activity and exercise judgement before going ahead. We urge you not to put yourself, those helping and those taking part at risk, and to observe government advice at all times.

- **Supporters:** Please continue to support us by donating online via our website: www.cobh.org.uk or by using online platforms such as Facebook and JustGiving. If you can, please set up a regular gift by standing order. You can email us on info@cobh.org for our bank details if you wish to make a direct payment.

If you have to bring donations to the hospice, you are asked to put your donation in one of our red post boxes. There is one at the entrance to the Alan Gardner Unit where the Charity Office is based and one in the porch of the current hospice. These will be emptied on a regular basis and, providing information is given, an acknowledgement will be sent.

Please do not ask our clinical colleagues to accept donations during this period. This to protect them from handling money and to reduce visits to the hospice.

- **5p Coins for the Countess pots** – please hold on to your pots and do not bring them to the hospice for the time being. Please put additional 5p in a plastic bag or other container for us.

Thank you for your support and patience over this difficult time and for helping to protect our patients and staff.

Michele Gard
Director of the Hospice Charitable Trust
20 March 2020