

Announcement regarding COVID- and PHH service provision – August 27th 2020

As we move just beyond the half-way point of Stage 4 COVID-19 restrictions, we thought it would be useful to update you on how Peninsula Home Hospice (PHH) is continuing to provide support to clients and carers. This is a challenging time for everyone and particularly so for people living with a life limiting illness and their family/friends and we want to reassure our community that PHH continues to offer our support and services to people in their own homes.

The PHH management team continue to have weekly meetings to ensure that we are constantly monitoring and taking action in relation to the needs of our clients, carers, staff and volunteers. Below is information about the way in which we are currently providing services to our community –

- We continue to provide visits and support to people in their own homes where required – checks are always made before each visit for any signs, symptoms or risks associated with COVID-19.
- Staff and volunteers who visit clients in their homes will always self-screen for any risks, wear masks, safety glasses and follow strict hygiene practices upon entering and leaving each person's home to minimise risks associated with COVID-19 transmission – regardless of whether there are symptoms or not.
- Where it is appropriate or preferred by clients, PHH clinical staff can also provide support and advice through telehealth and phone consultations – where there is a need, visits can always be arranged.
- For clients who have been discharged from a hospital setting, our response will be triaged on a needs basis. PHH staff will only attend home visits using full PPE (Personal Protective Equipment) until either a negative COVID-19 test is returned or the client has been home from hospital longer than 14 days. This is to prevent any potential risks of infection spreading from hospital environments into the community.
- The whole PHH care team is available to clients and carers. The team consists of specialist palliative care nurses, consultant palliative care physician, counsellors, allied health professionals and client care volunteers.

As always we want to assure our community that we care and will continue to do the very best we can within government guidelines and using the available resources.