

Home care visits

I have a life limiting or terminal illness, will my normal visits from health professionals go ahead?

Your health care providers may contact you about your appointment. You can also call them, but bear in mind they may be very busy at the moment.

Some appointments can be done remotely, e.g. over the phone. Non-urgent appointments may be postponed. If you are worried about your appointment, or are self-isolating, speak to your care provider directly. Family and friends may be able to help you with this if you consent.

Will my nurses or carers still come to my home?

It is best to contact the organisation that provides your care directly to discuss how they will support you during this time.

Remember that services may change based on the situation locally and government guidance.

If you or a member of your household has symptoms of coronavirus please let your care providers know so that they make plans with you.

It can be very worrying if there are changes to your care. It is a good idea to let your family, friends and neighbours know what is happening to see if they can offer any extra support just now.



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Will care staff be wearing protective equipment?

All staff coming in to your home should follow good hygiene standards, including handwashing.

Staff will also be following current government guidelines about precautions that are needed to reduce everyone's risk of catching the virus.

These guidelines are updated as more is understood about the virus so the equipment your care staff use may change.

Ask your care staff what their current policy is – it's fine to make sure that they are following this.

