

Service summary

Hospice

Alice House Hospice provides care and support to people affected by life limiting illness or the death of a loved one in Hartlepool, Tees Valley and East Durham. Our services make a vital difference to the lives of local patients and families throughout these communities. Each patient is cared for by our Multi-Disciplinary Care Team and provided with a tailored package of care. The Hospice believes that every person, to the last moment of their life, has the right to dignity, respect, support and care and work to provide services that add value to life and make a difference to patients and their families.

Alice House Hospice offers comprehensive care and support services designed to meet the unique needs of patients and their families in Hartlepool, Tees Valley, and East Durham. These services include:

Inpatient Services

Specialist medical and nursing palliative care is provided by a dedicated Multi-Disciplinary Team to address:

Symptom control for symptoms including pain and sickness

End-of-life care

Psychological and emotional support

Patient accommodations are single-occupancy bedrooms with en-suite facilities, fostering comfort and privacy. The Hospice emphasizes a holistic approach in a homely environment with skilled and compassionate staff, along with personalized home-cooked meals. Inpatient stays are typically short-term, and patients suitable for discharge will be supported in transitioning to their next appropriate place of care.

Day Hospice:

Held weekly on Thursdays from 10 a.m. to 3 p.m., the Day Hospice provides:

Symptom management

Emotional support

Complementary therapies

Counselling

Social peer support

Occupational Therapy and Physiotherapy:

These services focus on helping patients maintain independence and engage in daily activities important to their health and well-being.

The Hospice is committed to providing compassionate, personalized care to enhance the quality of life for its patients and their families.

Therapeutic Support Services:

Providing the Community Bereavement Service, our counselling team offer a place to be listened to and respected, while having the time to explore and make sense of your thoughts and feelings around the death of a loved one. Tel 01429 855550

A specialist Children's Bereavement Service is also offered.

For patients of Alice House Hospice, our team offers counselling/support to our patients and their families.

A wide range of holistic/complementary therapies and treatments are available within our Holistic Wellbeing Centre, for external paying customers – Tel 01429 855595

For our patients, our Complementary Therapist provides therapies which are used to complement the specialist medical and nursing care which they may be receiving.

24-Hour Helpline - 01429 855558:

The Hospice's 24-Hour Helpline is provided by trained staff who can give clinical advice and support or signpost to other professionals if appropriate. The Helpline is available for the public and professionals.

Service provider

Alice House Hospice

Client Groups Served

Adult Working Age Older Person

Accessibility

Physical Environment Accessibility

Are your premises accessible?

Yes

Further details about your premises' accessibility

Ramps at all entrances and a lift available to the second floor.

Is there accessible parking on site?

Accessible parking is available

Do you have accessible/disabled toilets?

Yes, accessible toilets are available on all floors

Other Accessibility

Could you provide a BSL interpreter?

Yes

Please enter any further notes about your ability to offer a BSL interpreter

A BSL interpreter can be sourced upon request.

Do you cater for religious/cultural needs?

Yes

Please give further details

Our 5* catering team can cater for your special dietary requirements.

Is a referral required to access your service?

Yes

Please give further details

Please contact a member of the Hospice team for a referral form on 01429 855555 or visit our website for details of how to refer
www.alicehousehospice.co.uk/professionals/how-to-refer/



Alice House Hospice

*Serving the communities of
Hartlepool & East Durham*

☎ 01429 855555 ✉ enquiries@alicehousehospice.co.uk
Visit service website

Address

Alice House Hospice
Wells Avenue
Hartlepool
TS24 9DA

Opening times

Office Hours are 9am-5pm Monday - Friday
Visiting hours are 24 hours a day 7 days a week.

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