

Hospice at Home

St Giles

Hospice Care



It's your life,
and that's what matters.

www.stgileshospice.com

Whether you're living with a terminal illness or caring for someone who is, we're here to help. We understand that many patients want to be cared for in the comfort of their own home, surrounded by family, so our Hospice at Home service is designed to do just that.

Hospice at Home care is offered free of charge and we hope that this leaflet will help you to decide whether this support is right for you.

Meet your Hospice at Home team

With the help of our Hospice at Home team, you can now stay in your own home for longer than might previously have been possible.

Our dedicated team includes experienced and trained healthcare assistants who work closely with GPs, our Specialist Community Nurses, social services and other voluntary agencies. The Hospice at Home team also works closely with clinical nurse specialists to ensure that you receive the very best possible care.

If you want to stay at home, we can support you as your condition changes, and help when your illness reaches its final stages. By this point you and your family may require care and support during the day or night. This could involve helping you - or your carers - to have an undisturbed night's sleep, bringing in specialist equipment to assist you or giving emotional support to you, your friends and relatives.

The team is led by a Registered Nurse who will be happy to deal with any questions or concerns that you might have.

How you can be referred to the Hospice at Home team

Any of the professionals involved in your care can make a request for support from the Hospice at Home team on your behalf. This includes your district nurses, GP or Specialist Community Nurses - and all of these professionals would continue to support you at home while our Hospice at Home is helping you.

You can discuss your wishes with members of the Hospice at Home team who can tailor your care to meet your individual needs. Personal choices could include things like deciding whether you would like the nurse to remain with you during the visit or just have regular checks made.

Practical points to consider

We want your care plan to be as individual as you are, but there are some guidelines that we have to follow, to protect you and your family and members of the Hospice at Home team:

- We cannot take responsibility for any other family members, dependents, or children while we are supporting you.
- Our staff are required to follow Health and Safety guidelines at all times when providing care.
- Please note that hospice staff cannot accept personal gifts, but can accept donations to the hospice.

If our healthcare assistants will be visiting with you for an extended period of time could they please be provided with facilities to make a drink, a comfortable chair and a light if the care is at night.

Getting in touch

We try to be available to offer our support whenever possible. You can contact the Hospice at Home team on **01543 434525** between 8am - 5pm, Monday to Friday. Out of hours you can contact the Advice and Referral line on **0300 330 9410** and a member of staff will try to assist you.

Your experience of the Hospice at Home service

It is very important to us that we provide you with the best possible service we can. If you are given a questionnaire to complete, we would be grateful if you or a family member could find the time to complete it and tell us about how you found our care. We would like to hear about your experiences - both good and bad - and hear any suggestions you would like to make as to how we can improve our services. If you would like to see a copy of the latest questionnaire, please ask a member of staff.

The Care Quality Commission (CQC)

The CQC regulates what we do to ensure that we are providing all of our patients with proper standards of care. You can contact them at:
Care Quality Commission National Correspondence,
Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA.
03000 616161 | www.cqc.org.uk



Confidentiality and your data

Everyone working for us has a duty of confidentiality. When you use our services we will ask you for information about yourself so that we can ensure you receive the right care and support. By doing this you are giving consent for St Giles Hospice to use your data to enable your care. We deeply value the relationships with our patients and clients and take the protection of your data very seriously.

We use your information to provide you and your family with the care and support you need and the law allows us to do so to ensure that you receive safe, high quality care. We collect special categories of data relating to your physical and mental health in order to provide you with these services.

Find our full Privacy Statement at

www.stgileshospice.com/privacy-statement or call
01543 434507.

Comments and concerns

If you have any compliments, comments or concerns about your experience please email **feedback@stgileshospice.com** or call
01543 434507.

We're here for you... because you're here for us.

It costs more than £10 million to deliver the care we provide each year and there is a growing need for our services. Read about how you can support our work at **www.stgileshospice.com**.

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