



St. Richard's
Hospice

CARING FOR LIFE



Information for patients and carers

Welcome to St Richard's Hospice

Having a life-limiting illness such as cancer or other serious condition should not mean that life itself grinds to a halt. Here at St Richard's Hospice, we understand the challenges that patients and their loved ones may face.

We work to help people make the best of their lives despite the effects of their illness. The care we provide is tailored to the individual needs of each patient and their family.



Caring for Life

Our highly experienced staff and volunteers offer compassionate care that responds to all the needs each patient and their family may have, including physical problems, symptom and pain control, spiritual, emotional and social issues.

No charge is made to patients and their families for any of our services. This is made possible due to the generosity of our donors, volunteers, supporters and the local community.

This information leaflet outlines the services we offer. If you would like further information about any of our services, please do not hesitate to ask.

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"You were at the heart of his experience. You were always compassionate and intelligently responsive to what he was expressing to you about his illness.

Your care all added up to giving him a security he could not have done without. Your gift to him was also a great gift to me and I thank you with all my heart for everything."

St Richard's Nurse Specialists

Our highly experienced Nurse Specialists use their skills and knowledge to help manage patients' distressing symptoms, offer emotional support and assist them to make informed choices about their care. Working with the patient, their family and GP, they will offer advice on all aspects of a patient's illness and make referrals to other appropriate health and social care services.

Working with other health teams including GPs and District Nurses, our Nurse Specialists will visit patients as required to offer advice and care, including advice on managing physical symptoms such as pain, nausea or fatigue. They will spend time listening and

identify problems and anxieties and support each individual or family to find ways of dealing with these.

Specialist nursing advice is available 24 hours a day, every day. In addition to our service during normal working hours, 8.30am - 5.00pm, a 24-hour telephone advice service is available if circumstances change unexpectedly and support is required before the next working day. To contact the on-call service, call 01905 763963.

Our specialist nurses are employed, managed and paid for by St Richard's Hospice. We are not affiliated in any way to Macmillan Cancer Support.



Hospice at Home

Our Hospice at Home service provides additional support which enables patients to remain in their own home at the end of their life. The service runs 24 hours a day, seven days a week and can provide urgent overnight or daytime periods of nursing care for patients at home.

The experienced nursing team works closely with GPs and District Nurses to provide additional care to help patients remain at home, providing physical and emotional support to

patients, their carers and loved ones.

Experienced Healthcare Assistants provide nursing care to prevent inappropriate admissions to hospital, particularly if the patient wishes to remain at home during the last few days of life.

The service is available as a short term package of care when patients are most in need - when they are very ill and in the final stages of their illness.



Day Hospice



Day Hospice offers patients an opportunity to take some time out from day to day routines, to receive individual care from our specialist team and meet others in similar situations.

A series of Day Hospice sessions will be offered as part of an individual care plan developed with each patient. The support offered will include care from our specialist nurses, doctors, therapists, chaplains and trained volunteers.

Complementary therapies, physiotherapy, occupational therapy advice, massage and aromatherapy, a hydrotherapy bath, hairdressing, creative therapy with art are all available to provide a relaxing and supportive day. Patients

can also access other services within the hospice, including counselling, family support, financial and benefit advice. With regular attendance, our team is able to monitor any changes in treatments, symptoms or concerns and will work closely with the patient and their GP to ensure their care supports their quality of life.



Out-patient Clinics

St Richard's Hospice is working in partnership with the NHS in Worcestershire to offer patients with advanced conditions the opportunity to attend specialist out-patient appointments at the hospice.

Palliative care out-patient clinics are held for patients with Parkinson's disease, advanced respiratory, cardiac and renal conditions. The

specialist clinics aim to improve quality of life for patients by proactively managing their illness, and help them and their families to plan for the future. Patients and their carers are invited to spend time at the hospice where they can receive holistic care from our specialist team, including physical, emotional and spiritual care.



The In-patient Unit

Our In-patient Unit provides specialist care for patients with life-threatening illnesses, offering physical, psychological, social and spiritual support to each individual and their loved ones.

Following our ethos of holistic care, our aim is to provide specialist care and support which is totally patient centred, responding to each person's particular

needs to achieve the best quality of life for them and their families. This care is provided by a team that includes specialist doctors and nurses, chaplaincy, social workers, family support, volunteers, physiotherapy, occupational therapy and complementary therapies. Most people stay for 8-10 days; this will vary according to individual needs.



"Your care of our stepfather and ourselves was carried out discreetly and unobtrusively with kindness, compassion, empathy and respect for our situation. It was very much appreciated."

Care is available in our purpose built unit 24 hours a day, 365 days a year, and addresses all of the needs that a patient or family may have, including pain and symptom control, physical problems or emotional issues.

Our In-patient Unit has 17 beds, the majority being single rooms to maintain privacy and dignity of patients and their loved ones. All rooms have en-suite facilities and a private patio area, most of which have views to the hospice's beautiful gardens and lake. There are also



dedicated facilities for visitors, including a kitchen and sitting rooms. The hospice has no set visiting times and family members are welcome to stay as long as required, day or night.



Family support service

Living with a life-threatening illness can cause worries about relationships, finances and many other practical and emotional issues. The Family Support Team includes social workers, counsellors, child support workers and a Citizens Advice Bureau adviser, who offer support in a variety of ways to meet each family's needs.

Patients and those closest to them are offered the opportunity to talk about their concerns and discuss coping strategies on a one-to-one basis. They can also attend support groups and meet others who are going through something similar.

St Richard's recognises that carers need to be looked after themselves. Our adult carers support groups

"I had no idea how counselling could change my way of thinking in such a positive way. It has allowed me and my family to think in a different way about our lives and also look forward without the terror we were thinking life was before."

offer time away from caring responsibilities and space to share thoughts and feelings with others.

Where specialist support is needed to help people deal with the emotional impact of living with a life-threatening illness or bereavement, St Richard's counsellors and social workers offer patients, their families and friends the space they need to talk through their feelings.



Bereavement support

The death of a loved one can be one of the most difficult times in each of our lives. Whether this is expected, following a long term illness, or sudden and unexpected, the grieving process is deeply personal.

St Richard's offers individual support to help the bereaved learn to cope with their feelings, either through one-to-one support or through a support group.



Therapies

Complementary therapies are those used alongside standard health care, including various forms of relaxation and holistic massage such as aromatherapy, reflexology, Reiki and Shiatsu. Most of the therapies use touch which is a basic human need and on its own can provide comfort and help people relax.

We offer complementary therapies as part of an integrated package of care, planned with each patient to support the medical treatment they are receiving. Therapies can help with relaxation, aid sleep, relieve stress and tension, or improve mood and sense of well-being.

Therapists see patients in the In-patient Unit, in Day Hospice, or as out-patients. In addition, treatments can be offered to carers and family members.

Occupational therapy and physiotherapy

Occupational Therapists and Physiotherapists help individuals to stay as independent as possible.

Physiotherapists meet patients in their own homes, in a community setting or at the hospice, and work with each individual to offer advice and treatment concerning walking, exercise or breathing activities.

Occupational Therapists help patients to stay at home by working out practical solutions so that they can manage everyday tasks such as dressing, washing and cooking.

Creative therapy

Those attending Day Hospice have the opportunity to work with a Creative Therapist and a team of volunteers whose experiences as artists and craft people allow individuals to explore a wide variety of techniques to express themselves.

Spiritual care

Often, when faced with a life-threatening illness, people who have not previously had much time, or opportunity, to think seriously about their beliefs may want to discuss these things with someone who knows how to listen.

During this time, the compassionate and gentle support offered by a chaplain can help them remember all the things that are most important to them, with all the strength and reassurance those memories can bring.

Our dedication to offering a service which is respectful of the variety of human beliefs means that we can support people of all faiths and philosophies. We are committed to making sure that people from all faith traditions will feel at home in our care.

The hospice's team of paid and voluntary chaplains are fully involved in the care of patients on the In-patient Unit, while attending Day Hospice and when being

supported at home. The team also offers spiritual care for their loved ones both before death and during bereavement.

In the peace and quiet of the Sacred Space, visitors can light a candle, add a prayer or a memory in the books provided, come to see the Book of Remembrance, ask a chaplain to say a prayer or just take some time out to reflect.



Children and families

A life-threatening illness can be incredibly difficult to cope with, especially when you have a family.

Children have different needs depending on their age and development, but all need information, reassurance, and the opportunity to express their feelings at what can be a very difficult and stressful time. Our specialist team provides support to families, schools and colleges, offering support and advice on how to give honest information to children and young people in a safe way and how to handle questions about dying.

Children and young people who are caring for a person with a life-limiting illness, have the opportunity to talk through their fears and concerns with trained staff.

Following bereavement, St Richard's Hospice continues to offer families compassionate care to help them grieve for their loved one, and this support is available for as long as it is needed.

Bereaved children and young people are invited to join our Dragonfly Group where, with their parent/carer, they can meet together and are supported through their grief.



Our Volunteers

St Richard's Hospice is able to offer care to patients and their loved ones thanks to the generous support of dedicated volunteers and the community.

Over 1,000 volunteers bring their life skills and experience to the hospice, supporting every aspect of hospice life from patient care and administration, to fundraising and shops.

Trained volunteers carry out a wide variety of roles within the hospice and the community, including driving patients to Day Hospice; giving complementary

therapies to patients; offering practical and bereavement support for patients and families; helping with administration, reception or gardening. Others help raise much needed income to help run the patient care services by helping with fundraising events, in our warehouse or at one of our many shops.

Community Volunteers offer companionship and practical support at home to patients and their families, giving a helping hand with a wide range of everyday tasks.



Patient: "She is wonderful. I could not ask for anyone better. She takes me shopping and always says, 'if you are not up to it, I will just come and sit with you and have a chat'. I am so grateful."

Funding our care

All care offered by St Richard's Hospice is provided to patients and their families free of charge. St Richard's is an independent charity and is extremely grateful to our community for the continued support of our work, enabling us to care for over 2,600 patients and family members each year.

There are many ways you can support us, including:

- making a one-off or regular donation
- making a donation in memoriam, for example by setting up a Forget Me Not Fund
- donating and purchasing goods in our local hospice shops, which sell furniture and electrical items, antiques, bric-a-brac, books, women's, men's and children's clothing, bridal wear and a dress agency offering designer quality clothing
- buying hospice lottery tickets
- taking part in one of our many varied fundraising events and personal challenges, or get together with family, friends and work colleagues to organise an event around your own interests
- making a gift in your Will.

Get involved or make a donation -
01905 763963 - www.strichards.org.uk

By registering any donations you make with Gift Aid, St Richard's is able to reclaim the tax you have paid on the donation. (To qualify for Gift Aid you should pay enough income tax and/or UK capital gains tax to cover the amount reclaimed.)



Do you have medical insurance?

If you have private medical insurance St Richard's may be able to recover some of the costs of your care.

Private medical insurance providers may be able to help with:

- **A donation per night if an individual is admitted to the hospice**
- **A donation per day if a patient is visited at home by a hospice nurse**

Some of the insurers providing assistance include:

* ~Aviva ~ Axa PPP ~ Bupa
~ CS Healthcare ~ Exeter Friendly Society ~ Pruhealth
~ Simply Health ~ WPA

*The type of policy held will determine whether a donation is possible

Are you a member of the RAF family?

The RAF Benevolent Fund may also donate towards the cost of care.

Please contact your insurance provider accordingly or for further discussion contact:

Tricia Cavell,
Fundraising Director,
St Richard's Hospice,
email:tcavell@strichards.org.uk
tel:01905 763963



Comments, compliments and complaints

St Richard's Hospice is regulated by the Care Quality Commission which assesses and reports on the quality and safety of services provided by the independent healthcare sector.

A copy of the latest report is available on the Commission's website www.cqc.org.uk

We welcome your thoughts

We pride ourselves on the standards of care that we always seek to provide to our patients and their families but very much welcome comments about ways in which we can improve.

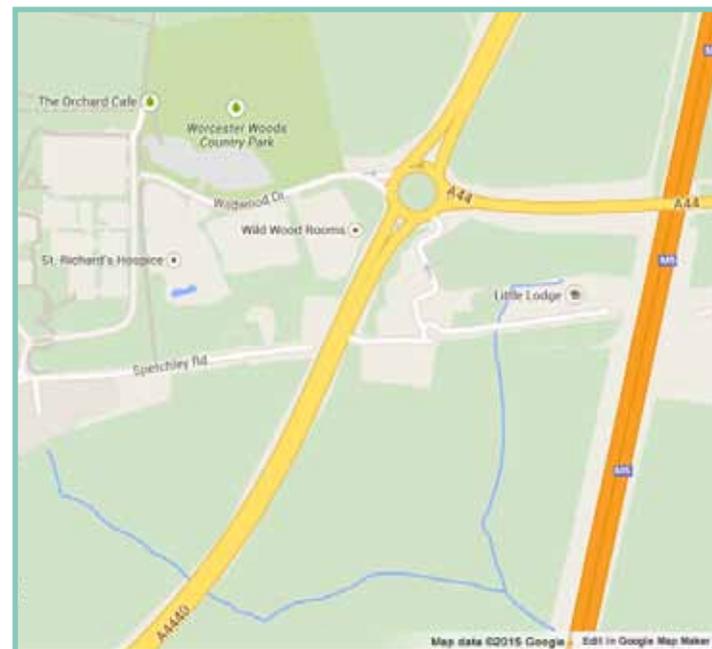
If you have any comments, suggestions or concerns, please do not hesitate to contact the Care Director by telephoning **01905 763963** or writing to:

June Patel
Care Director
St Richard's Hospice
Wildwood Drive
Worcester WR5 2QT

A Day Hospice patient forum and service users' forum called 'Listening into Action' meet regularly to discuss the quality of the services we offer and to provide direct feedback and suggestions. If you would like to take part, please let us know.

We care for and support all our patients and their loved ones with compassion, kindness and dignity. We take the safety of our staff and volunteers very seriously and ask that in return you respect and treat those involved in your care with courtesy and politeness at all times. Thank you.

How to find us



St Richard's Hospice is situated close to Worcester Woods Country Park and is clearly marked from the A4440 Swineherds Way. Please drive up to the entry barrier and press buzzer for admittance.

A regular bus service, number 44, operates between the city centre and the hospice on Wildwood Drive. For information about timetables, call 0871 200 2233.

The hospice is accessible to cyclists and cycle sheds are provided.

If you require this leaflet in another language or alternative format, please contact us.

Contact us

St Richard's Hospice provides free specialist palliative care for patients living with cancer and other life-threatening illnesses and supports their families.

Each year the hospice team supports over 2,600 patients and family members in Worcestershire.

The hospice works to help people make the best of their lives despite the effects of their illness. The care provided is tailored to the individual needs of each patient and cares for the whole person; physically, emotionally and spiritually.

St Richard's is an independent charity and is grateful for all donations to help it to continue its work.

St Richard's Hospice,
Wildwood Drive,
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WR5 2QT.

Email: enquiries@strichards.org.uk

Tel: **01905 763963**

Web: www.strichards.org.uk

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