



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 another serious condition - should not mean that a person cannot live their lives to the fullest, as independently as they can, for as long as they can. 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.



How to access our care

Patients who would like support from St Richard's Hospice can be referred by their GP, consultant at the hospital, District Nurse or other healthcare professional.

Our Gateway referral team is also available should a patient, or a person close to them wish to speak to them directly for information or advice.

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.

If you would like more information about referrals, please contact our Gateway team on 01905 763963.

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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 in the community

Our highly experienced Nurse Specialists, supported by Senior Staff Nurses, 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 other health teams including GPs and District Nurses, our Nurse Specialists will visit patients to offer advice and care, including information 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 Nurse Specialists 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 Services

Day Hospice

Day Hospice offers patients an opportunity 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 and 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.

Living Well

Our free Living Well courses take place on Fridays and are designed for people with a life-limiting illness to help them to learn new skills, strategies and techniques through education, exercise, therapies, creativity, relaxation, and group support.

The courses are open to people living with a life-limiting condition such as cancer, heart failure, chronic obstructive pulmonary disease (COPD), chronic kidney disease,



Parkinson's disease and motor neurone disease and who are registered with a south Worcestershire GP.

With many courses participants will be encouraged to practice techniques to learn how to manage symptoms at home; to help gain the maximum benefit from the course and develop confidence to continue practising once the course has come to an end.

As the Living Well programme is individually tailored to patients' specific needs and goals, it begins with a short assessment which lasts up to an hour. At the end of the assessment, patients may be offered an individual programme or signposted to an alternative service.

During the Living Well programme, patients will be offered a re-assessment at key points. Once a patient has come to the end of their programme, they may wish to look at community-based projects and activities to continue to practise their skills and benefit from the courses they attended.



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 helping 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-limiting 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.

St Richard's Hospice is not a long-term care facility and we cannot be a permanent alternative to care in your own home, your care home or nursing home.



"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. We welcome open visiting up to 8pm. If visitors do need to visit after 8pm, we



would ask that you speak to the Nurse in Charge and it is agreed in advance. This is to ensure the safety of all patients and staff at night. Visitors present on the Unit prior to 8pm will be welcome to stay. Families and friends are encouraged to co-ordinate visiting times so that patients are not overwhelmed by visitors. The Nurse in Charge may request numbers are reduced if it is felt appropriate.



Family Support Service

Living with a life-limiting 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 Citizens Advice specialists 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 offer time away from caring

"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."

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-limiting illness or bereavement, the St Richard's Family Support Team offers 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 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 support to help the bereaved learn to cope with their feelings, either through one-to-one or with a support group.



Children and families

A life-limiting 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 help 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 at our Waterbugs group, or during a one-on-one session.

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.



Bereaved teenagers on an activity weekend with the Family Support Team

Therapies

Complementary therapy

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

Occupational therapy and physiotherapy

Occupational Therapists and Physiotherapists work in all areas of the hospice to help patients maintain their mobility and independence.

Physiotherapists will usually see patients at the hospice or sometimes in the community. After an initial assessment, a patient will be offered individual advice and treatment concerning pain management, walking, exercise or breathing activities.

Creative therapy

Those attending Day Services 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.

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 Services, or as out-patients. In addition, treatments can be offered to carers and family members.

Group exercise sessions also take place in the Day Hospice and as part of the Living Well programme.

Occupational Therapists also see patients in their homes, the community or at the hospice. They offer individual assessment and help patients to stay at home by working out practical solutions so they can manage everyday tasks, along with managing fatigue and pain.

Spiritual care

Often, when faced with a life-limiting 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 towards a 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 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 Services and when being supported at home. The

team also offers spiritual care for relatives and friends both before death and during bereavement.

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



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.

More than 900 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 our Day Services; 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 support the patient care services by assisting 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. While many volunteers commit their time regularly, others – such as corporate or community groups – arrange to spend shorter periods of time helping St Richard's.



Volunteers help staff in the hospice's shops



A church group volunteers in the garden at St Richard's

Funding our care

All care offered by St Richard's Hospice is provided to patients, their families and the bereaved free of charge. St Richard's is an independent charity and more than £8 million is required each year to fund its care and support. We are extremely grateful to our community for its continued support of our work, enabling us to care for more than 3,000 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, or setting up a tribute page, in memory of a loved one by visiting www.strichards.org.uk/give-in-memory
- donating and purchasing goods in our local hospice shops
- 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
- encouraging your workplace to choose St Richard's Hospice as its charity of choice.



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



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**
- **A donation towards hospice Day Services**

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.

Any questions? In the first instance, please contact your insurance provider, or for more information and 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 inspected and regulated by the Care Quality Commission.

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.

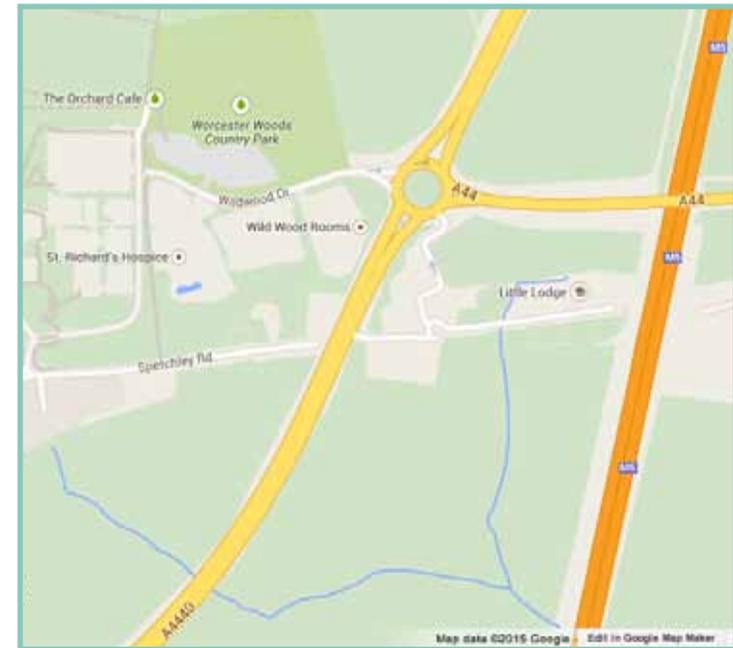
If you have any comments, suggestions or concerns, please do not hesitate to contact Tracey Grint, Care Quality Lead, by telephoning **01905 763963** or writing to:

**Tracey Grint, Care Quality Lead, 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 take the security of our staff, patients and visitors very seriously and ask that you treat everyone with respect. To enable our staff to care for patients in a safe environment, the hospice will not accept any form of aggressive or abusive behaviour.

How to find us



St Richard's Hospice is situated close to Worcester Woods Country Park and is clearly marked from the A4440 Swinesherd 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 and end-of-life care for patients living with life-limiting illnesses and supports their families.

Each year the hospice team supports more than 3,000 patients, loved ones and bereaved people in Worcestershire.

Hospice care 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,
Worcester
WR5 2QT.

Email: enquiries@strichards.org.uk

Tel: **01905 763963**

Web: www.strichards.org.uk

Follow us on Facebook, Twitter, Instagram and YouTube

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