



## FAQs

I thought St Nicholas Hospice was just for those who are very ill or dying?

When hospices first started, most of their work was during the last months of someone's life. Hospices' expertise is now used much earlier in people's illness, sometimes from diagnosis. Care is focused on improving the quality of life of the person and their family.

We have a team of highly trained staff that can work with patients and their families to control difficult symptoms and be alongside patients and families through the difficult times.

We believe that Hospice care is not about a building, but is about care that can be given to a person and their family wherever they are and when they most need it.

Many of the patients admitted to the Hospice return home once their symptoms have improved.

What is palliative care?

Palliative care is a term used, where the focus is to meet all the needs of the patient - physical, emotional, spiritual and practical. The aim of care is not to cure but to improve the quality of life, not just for the patient, but for family and close friends.

Is the Hospice a sad place?

Although there are sad times, most people who visit the Hospice find that there is a cheerful, warm and welcoming atmosphere.

How do the staff cope?

Our philosophy is to support and develop our staff. We acknowledge that it can be a stressful area to work in, so all staff have regular individual or group support.

Can children visit?

We welcome all family members and friends. There is a Family Room for all ages of the family. It is a place to make a cup of tea or light meal, watch a favourite show on TV or just sit quietly while the children play with the toy box or play stations.

Families are often uncertain how to talk to their children. Many of our team at St Nicholas Hospice have specific training in how best to give information to children and help families support them.

Do you have to pay?

No. All services at St Nicholas Hospice are free, the Hospice is an independent Charity funded by the local community with only 28% of funds coming from the NHS.

How can I be referred?

It is best to first discuss your concerns with your GP or District Nurse and they can make a referral to St Nicholas Hospice.