

A **Guide** to
**Hospice
Care**
for **Patients and Families**

*serving
the local
community*

St Nicholas
Hospice Care

A Registered Charity No. 287773

A Hospice is more than a building; it is a means of special care which is provided wherever it is needed; at home, in a care home or in a hospital.

Hello and welcome

Thank you for picking up our guide to St Nicholas Hospice Care. It is designed to tell you about the services we offer and how we can help you and your family. It is separated into sections to provide quick access to the information you need.

If you have any questions or are not sure of something, please either contact our Referrals Officer on **01284 715570** or ask a member of our staff.

We are a local charity which helps people live with life-shortening and terminal illnesses. You and your family and carers are at the centre of everything we do.

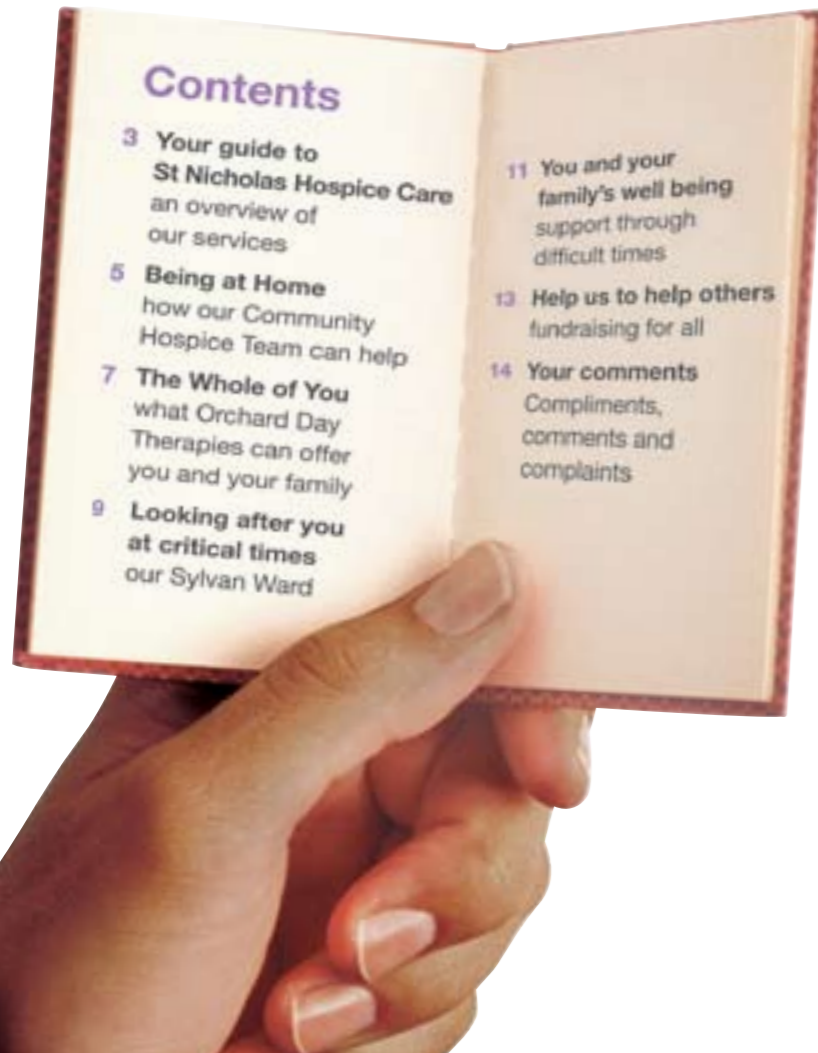
We will work with you, your doctors and other carers to:

- minimise any physical effects of the illness or its treatment
- offer emotional and spiritual support
- help with difficult decisions, planning of or conversations about care at the end of your life

If you believe you or someone you know would benefit from the expertise at St Nicholas Hospice Care please ask your Doctor, Nurse or Social Worker to make a referral. If you are unsure but would like to talk through your question please contact our Referrals Officer directly on **01284 715570** and they will ensure your question is directed to the appropriate member of staff.

As a registered charity we provide our services entirely free to anyone who meets our referral criteria.

Please note the Hospice is a smoke free environment.



Your guide to St Nicholas Hospice Care

– overview of our services

The ways in which we can support you, your family and your professional carers include:

- The Community Hospice Team; our specialist service for people at home.
- Orchard Day Therapy where patients, their family or carers come together to join in activities, peer support and therapies chosen by them to promote rehabilitation and living well.
- Orchard Clinics with doctors, nurses, occupational therapist, physiotherapist or complementary therapist.
- Sylvan Ward offers round the clock specialist medical and nursing care. We appreciate that many people would prefer to be cared for at home and we will support people to return home as soon as is possible.
- Bereavement support is offered to family members of patients known to the Hospice. Our very special 'Nicky's Way' is a grief support programme for children and adolescents; it was recognised with the 'Queen's Award for Voluntary Services' in 2008.
- Our Hospice Neighbours project is another way to for people to help others more needy in their own communities. Here volunteers go into people's homes and offer practical support like walking the dog and picking up prescriptions. More information about the scheme and how you can get involved or receive a helping hand from a hospice neighbour is available on our website or by emailing volunteer.dept@stnh.org.uk
- Providing information about illness, treatment and sources of support by phone or from our Bradbury Green Information Centre.
- Our Education Department which coordinates learning opportunities for professionals from other organisations.

we will support people at home whenever possible



Being at Home

- how our Community Hospice Team can help

The Community Hospice Team supports patients and their families in their own homes.

We listen to you and work in partnership with your doctor and nurses in order to understand your needs and preferences and to provide the appropriate support.

Our team includes:

Clinical Nurse Specialists, Nurses and Nursing Assistants, a Consultant in Palliative Medicine, Doctors, Social Workers, Complementary Therapists, Chaplains, Physiotherapist, Occupational Therapist, Psychological Therapist, Befrienders and Volunteers, all working together to provide support and advice to you and your family.

The Hospice comes to you!

We aim to provide care alongside your existing professional support. We work in partnership with your GP, District Nurse and Social Carers.

As a team, we strive to ensure you and your family feel involved in decision making and remain in control of the care you receive.

The team members are committed to visiting you when you are unable to come to the Hospice. Telephone support can also be accessed at the Hospice 24 hours a day on **01284 766133**.

We are here to support you and your family.

As a team, we strive to ensure you and your family feel involved in decision making

The Whole of You

- what Orchard Day Therapies can offer you and your family



We recognise that people have inner strength, are resilient and can be self sufficient but that severe illness often takes its toll. Yet with time and human contact people rediscover their abilities and are able to manage their situation with renewed energy and determination.

This personal readjustment is sometimes called rehabilitation – we prefer to think of it as rediscovering wellbeing.

We endeavor to create days and groups where people come together to share experiences and share suggestions for means of helping with problems under the guidance of experienced staff.

What happens in Day Therapy? There is plenty of tea, coffee, fruit juice and food for those who are tempted. There is laughter and a warm welcome. Chatter or snoozing are equally valued. It all looks terribly ‘normal’. In the safety of this ‘normality’ trust is established and mutual support begins.

Some groups facilitated by Orchard Day Therapies are designed to help carers, some are for people whose illness has caused profound tiredness, others for people with breathlessness.

We prefer to think of it as rediscovering wellbeing

What do we do?

- Listen, allowing time for personal reflection
- Carefully monitor treatments
- Offer creative activities
- Teach self-control of anxiety and relaxation techniques for use in your home.
- Offer therapeutic massage
- Give the opportunity to discuss difficult topics and fears and make decisions for future care
- Co-ordinate services
- Provide ‘normality’ with aperitifs, meals, cakes, chatter and laughter
- Acknowledge death and dying



Looking after you at critical times

– our Sylvan Ward

Sylvan Ward provides a peaceful environment for you to receive personalised care. Our commitment is to provide you and your family with skilled care with particular attention to detail. Many patients only stay on the ward for a short period of time before they return home.

While on the Ward you will have access to:

- Our Consultant-led medical team
- Nursing staff led by the Ward Sister
- Social Workers
- Psychological Specialists
- Spiritual and pastoral support
- Complementary Therapy
- Rehabilitation Therapists
- Skilled volunteers
- The Chef
- We also have “pat-dogs” visiting...
...most important members to the ‘team’!

We encourage you to bring in photos, clothes and other reminders of home. Your family and friends can visit any time you would like; we just ask that everyone respects rest-times and night-time quiet. We celebrate birthdays, we have had weddings, newborn babies visit, we even have well behaved family pets visiting. There is a sun patio and a beautiful garden for you and your family to enjoy.

You are at the centre of our attention

Many people we care for are able to return home however some do die whilst in our care. We are here to support families through that difficult time.

The focus of our care is with you very much at the centre and we will do all we can to ensure your needs are met. We recognise that many people would rather be cared for in their own homes. We work very closely with our Community Hospice Team to help you return home whenever possible.

If you have any questions about anything please ask any member of staff.

You and your family's well being

– support through difficult times



Illness puts a huge strain on families. We will try to support you and your family through difficult times during the illness and into bereavement.

We recognise 'family' as a term which includes anyone who matters to you.

We offer:

- a listening ear
- confidential counselling and psychological support for adults and children. Our skilled staff are able to explain illness and death to children and young people in a sensitive manner
- emotional and psychological support at times of stress or worry
- an independent social work service
- help with money matters, offer advice over benefits claims, family finances or grants
- a bereavement service for both adults and children
- a befriending service
- support for carers
- spiritual and pastoral support

Our service is provided by social workers, psychological specialists, counsellors, chaplains, and specially trained and supervised volunteers. We seek to increase the resilience and well-being of people and to instil a sense of ability wherever possible.

We recognise 'family' as a term which includes anyone who matters to you.

Help us to help others

– fundraising for all



Fundraising is a brilliant way to have fun whilst making a difference

St Nicholas Hospice Care is a charity. We need the local community to raise money to ensure our work continues. We need £10,000 a day - a huge amount!

We rely on the support of fantastic individuals, community organisations, social clubs and local companies who hold fundraising events for us. From coffee mornings to golf days, a sponsored head-shave to a black-tie ball. For those with a sense of adventure, **we arrange challenges** such as skydives, bungee jumps and overseas treks. Fundraising is a brilliant way to have fun, whilst making a difference to the lives of people in our community.

We welcome bequests in **people's wills**. A gift in a Will is one of the more effective ways to show support, as it costs nothing at the time, but makes a substantial and lasting difference to the future of the Hospice.

St Nicholas Hospice Care has **charity shops** in towns across West Suffolk and Thetford. We sell high quality goods donated by generous people. As well as clothes, books, toys and china, we also accept donations of unwanted high-quality furniture for resale.

Our weekly lottery gives you the chance to win a top prize of £1,000 or one of 68 other cash prizes for just £1 per week. Contact us now to set up a subscription on **01284 755000**.

Another way people can help St Nicholas Hospice Care is through **donation of time**. We rely on our team of over 500 volunteers who work in the Hospice, at fundraising events and in our shops. For more information on volunteering please call our **Voluntary Service Manager** on **volunteer.dept@stnh.org.uk**

With the generosity of people in the community, we can continue to provide support to those who need it most. Our **Fundraising Team** are here to help with information, advice and support and can provide a Fundraising Pack. We can be contacted on **01284 715597**, email **fundraising@stnh.org.uk** or visit our website at **www.stnicholashospicecare.org.uk**

Our Hospice Shops are located at:

• Brandon 2-4 London Road, Brandon, Suffolk IP27 0HS	01842 819 603
• Bury St Edmunds 87 St John's Street, Bury St Edmunds, Suffolk IP33 1SQ	01284 756 197
• St Nicholas Hospice Care Retail Centre Unit 6, Boldero Road, Bury St Edmunds, IP32 7BS	01284 747 622
• Haverhill 61a High Street, Haverhill, Suffolk CB9 8AH	01440 712 992
• Mildenhall 33 Market Place Mildenhall, Suffolk IP28 7EF	01638 717 965
• Newmarket 16 High Street Newmarket, Suffolk CB8 8LD	01638 669 750
• Newmarket Hospice Furniture Shop 61 The Guineas Centre, The Rookery Newmarket CB8 8EQ	01638 561 035
• Sudbury 8 Gainsborough Street, Sudbury Suffolk CO10 2ET	01787 373 330
• Thetford 6 Bridge Street Thetford, Norfolk IP24 3AA	01842 750 829

Your Comments - Compliments, Comments and Complaints.

As an organisation we welcome comments on all aspects of our work, whether about our clinical services, fundraising or our shops.

Thank you for taking the time to tell us what you think



Your compliments, comments and complaints provide us with information to help improve the quality of our services. If you are delighted or unhappy with a service that we provide or fund, we want to know.

St Nicholas Hospice Care aims to provide the best possible service for our patients, families, carers, volunteers and supporters. We know that we do not always get it right; through listening to people we will be able to improve the services we offer.

How can I let the Hospice know of my compliment, comment or complaint?

We welcome your feedback about any aspect of the services. You can contact us in the following ways:

- Talk to a member of our staff
- Phone or write to the Clinical Services Director or Chief Executive Officer at the Hospice – St Nicholas Hospice Care, Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY. Tel **01284 766133**
- Use the feedback form on our website at **www.stnicholashospicecare.org.uk**

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St Nicholas Hospice Care

Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY

T: 01284 766133 F: 01284 715599

E: enquiries@stnh.org.uk www.stnicholashospicecare.org.uk

St Nicholas Hospice (Suffolk) Ltd.