



**ST CATHERINE'S  
HOSPICE**

*Your Guide:*  
**Community Care**



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## How to contact us:

### Who do I call during working hours?

Who	When	Number
Telephone Advisory Service of specialist nurses and Community Team	8.30am to 8pm every day	01293 447333
Out of Hours advice	Out of hours after 8pm	01293 447333

Your call is important to us, but please note if you are calling out of hours you may need to leave a message and a member of the team will call you back as soon as possible. Our team will help to resolve your issues, arrange further review, or if we are not able to help, find the best person who can. Our telephone advice is available 24 hours a day, seven days a week.

If you need emergency medical care please call 999.

## Important contact names and numbers

You may like to make a note here of important contact numbers which you have been given so that they are all in the same place:

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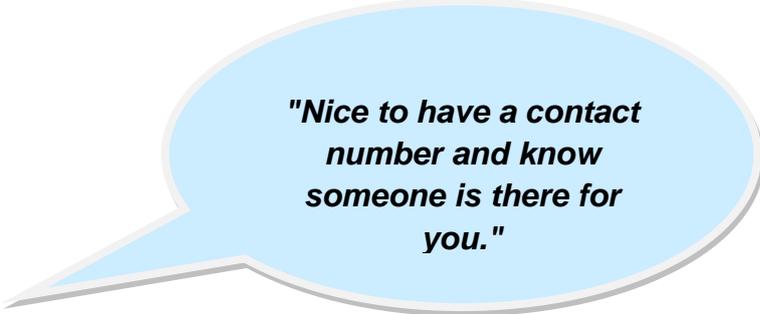
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***"Nice to have a contact number and know someone is there for you."***

**Carer Feedback:**

## Your guide at a glance

Our specialist Community Nursing Team is usually the first point of contact you will have with St Catherine's Hospice. We appreciate you may have questions about what to expect from us and this booklet aims to provide you with information about some of the services available to you and your family. If you have further questions, we will be happy to answer them, so please just ask one of the team.

At the back of this booklet, there is space for you to write any notes or queries. Your thoughts matter to us so there is also a form for you to record any particular wishes you may have about your future care. A member of the team will be happy to discuss this with you if you wish.

***If it would be helpful to have this document in another format or language, please speak to a member of the Nursing Team or call us on 01293 447333.***

## Who do we help?

St Catherine's Hospice is an independent registered charity and has been providing skilled and compassionate care, advice and support for patients and their families across Mid Sussex and East Surrey for more than 30 years.

We provide advice and support to people and their families who are living with life limiting illnesses. We offer symptom management, end of life care, psychological and emotional support and respite at what can be a very difficult time.

Eight in ten of our patients are looked after at home or in care homes. We also support patients at our Day Hospice and Inpatient Unit.

## How we can help you

We are here to help you with the difficulties that your life limiting illness may be causing you, both physically and emotionally. We aim to provide you, your family, friends and carers, with support and advice in collaboration with your local services, enabling you to remain independent, to live your life as fully as possible and be comfortable in your own home for as long as you can.

## Who is the St Catherine's Hospice Community Team?



Our Multi-disciplinary Team consists of nurses, doctors, occupational therapists, physiotherapists, counsellors, spiritual care, welfare advisor and trained volunteers, such as complementary therapists.

The most appropriate member of the team will meet with you and discuss your problems and worries, and answer any questions you may have. We will then agree a care plan to ensure that your needs are addressed.

## How do you meet my needs?

The St Catherine's Community Team is able to assist with:

- managing your symptoms, e.g. pain, sickness, fatigue, anxiety
- psychological and emotional wellbeing
- spiritual wellbeing
- social issues
- functional independence and mobility
- welfare and financial issues
- advance care planning
- cognitive strategies
- end of life care
- keeping you comfortable at home.

We understand that every one of our patients is unique and we try to tailor our care and support to meet your individual needs. We provide our care services in a variety of different ways, by telephone or face-to-face at our Day Hospice or in your own home environment.

We work closely with other local healthcare professionals involved in your care, including GPs, district nurses and external care agencies. We also provide telephone support and advice to your GP, district nurse and/or care home staff.

Our nurses are experts in palliative care and can provide advice in managing your symptoms. They will monitor and review your medication, answer any of your questions about how your disease might progress and help you access spiritual and emotional support if you feel you would benefit from this.

St Catherine's Practical Care Team may also visit you to help with your personal care needs, for example, washing and dressing. The Practical Care Team is a group of experienced palliative care trained nurses and healthcare assistants.

**Patient Feedback:**



***"Most comforting first  
visit by Nurse  
Practitioner."***

## How can you help me stay independent at home?

Our team of physiotherapists, occupational therapists and therapy technicians will work with you to keep you mobile, independent and living well for as long as possible. Understanding how your illness affects your ability to carry out everyday tasks, and agreeing ways to overcome this, is at the heart of what our therapists do. They will support you with managing symptoms like breathlessness and fatigue, or provide you with tailored, gentle exercises. Our team will adapt activities to suit your changing needs and personal goals, whether you would like help to make a cup of tea or to climb the stairs. The team will also help your relatives and friends to understand how your illness might progress and offer practical advice to help them care for you. Additionally, our Therapies Team can arrange home adaptations and equipment to make life easier for you as your illness develops.

## How quickly can you help me with specialised equipment?

We assess and identify patients' needs on a regular basis. We get our specialised equipment from the Community Equipment Service and see you to discuss what will make life easier for you. We will prioritise equipment based on a patient's needs.

Patient feedback:

*"Very friendly and effective staff. Accessed all the necessary services and equipment."*

## How can you help me spiritually and emotionally?



Living with illness can raise all kinds of questions and issues. At a time like this, your family and friends are often a tremendous support. However, coming to terms with your illness is not always easy. Our Patient and Family Support Team can provide spiritual and emotional support to help you and those important to you through this difficult time. The team can give you advice on a wide range of topics, from completing forms to providing you with welfare and benefits advice. They also provide counselling and can offer support to children. If you would like to know more about the support on offer, please speak to your nurse.

## What time will you visit me?

We will arrange a time to visit you between 8am and 5pm. We will contact you to decide on a time that is mutually convenient.

## Do I have to pay for my care?

No. Our care is provided to you free of charge.

### Patients' Feedback:

*"Great relief that they are advising and looking after me so brilliantly. Thanks a million for all the support and advice."*

*"Very understanding and supportive. Any questions you have answered in a clear, easy to understand manner. Quality of care is fantastic."*



## What other hospice-based services can help me?

### Day Hospice

Many people referred to St Catherine's can also be referred to our Day Hospice. Our Day Hospice offers creative and therapeutic activities, supports your independence, allows your carers some respite and gives you the opportunity to benefit from talking to others who are in a similar situation. You can attend specific groups or stay for the day. If you are unable to get to the Day Hospice yourself, we can provide transport to and from the building. Please ask for more details.

### What type of activities and groups take place at Day Hospice?

- **Living Well:** Helps you with methods to stay as independent as possible.
- **Neuro Group:** Helps patients with progressive neurological conditions to participate in social activities.
- **Movers and Shakers:** Physiotherapy led exercise group which is a fun way to keep active and help you work towards personal goals.
- **Complementary Therapies:** Helps you to manage symptoms and encourage you to relax and take some time for yourself. We can provide various treatments, which may include: hand massages, aromatherapy, acupuncture, reiki and meditation.
- **Creative Therapy:** Includes creative writing, art and music therapy with the chance for you to work on specific goals. For example, creating a memory box or composing lyrics for a personal song to a family member.

If you would like to find out more about attending our Day Hospice please call the Triage Team on **01293 447329** or speak to your Community Team Nurse.



## **Lymphoedema**

If you have Lymphoedema (fluid retention or tissue swelling) we have an Outpatient Lymphoedema service based at our Crawley hospice where our expert Lymphoedema nurses can provide you with treatment and advice on managing your condition. Please ask us for more details or telephone our main reception on 01293 447333.

If you have any other questions, please let your nurse know so that we can help.

**Carer Feedback:**



***"Good care for my wife,  
home visits to check up on  
progress, provide good  
respite care, and day visits  
at hospice invaluable."***

## **Be part of UK-wide hospice research projects**

St Catherine's is proud to be involved in shaping the future of hospice care. Our research can include anything from looking at how we can improve symptoms to assessing social and emotional issues that might affect patients. A member of our team may ask you if you would like information about taking part in our research studies. This is completely up to you and there is never any obligation to do so.

If you agree to information, our Research Nurse will contact you to talk about studies we are participating in and ask you and your family if you would like to take part.

## **General information about your care**

### **Can I make choices about my care?**

It is vital that you are able to tell us about your wishes and have the chance to shape your own care. Shared decision making is important to us and we will always discuss care plans and suggested treatments with you (and your family and friends if you wish).

You may wish to make some decisions about your future care and treatments. Making an Advance Care Plan is one way to record these.

An Advance Care Plan provides a framework to help you, either independently, with your family and friends or with the help of staff, to think ahead, outline your care and treatment preferences and state any special wishes or concerns regarding your future care. This is particularly helpful if there is a time when you might be unable to explain these easily for yourself.

Once completed, your Advance Care Plan can be discussed with any healthcare professionals who visit you. If you have more questions or there is anything you are unsure about, please ask us. Additionally, if you need information on the role of an Independent Advocate, and how to access their services, please ask to speak to our Welfare Advisor.

### **Patient consent**

St Catherine's is committed to providing high quality care and before any member of staff examines or treats you, they will seek your permission or consent, if you are well enough to do so.

We will also discuss referral to another of our services which can help you (for example, counselling or our Day Hospice, if you are happy with this.) If at any stage, you are not able to consent to examination or treatment, we will do what we think is in your best interests. Anything you have said previously about how you wish to be cared for and the views of other people important to you will be taken into account. Please feel free to discuss this with a member of the team. If you ever feel that your consent has not been sought before examination or treatment, please let a member of the team know straight away.

## Personal information

Maintaining your privacy and dignity is of paramount importance to us. Confidential information given by you to us will remain safe and secure.

Your information will not be shared with your friends or family without your consent. There may, however, be times when it is important to share relevant information in order to plan your care, particularly when family or carers will be involved in this. We will therefore discuss your preferences first about sharing information and respect your wishes as much as we can.

As part of your care, we will also need to exchange relevant clinical information within the wider St Catherine's team or with other professionals involved in your care such as your GP, doctors who work out of hours and hospital staff, so you benefit from co-ordinated care.

At St Catherine's we are dedicated to continually improving the service we provide to patients and families under our care. As part of this our staff (which may include staff who are not directly involved in your care) regularly review clinical records and collate anonymous data to assess how well we are doing and where improvements are needed. These processes are called Clinical Audit or Quality Improvement Projects. No data can be traced back to you or your family when it is shared. All staff employed by St Catherine's will treat your data in a confidential manner and any data collated will only be used for the purposes of improving the services St Catherine's provides.

If you would prefer staff not to use your data in this way, please speak to a member of the Nursing Team and we will ensure this does not happen. If you would like further information or have more questions about Clinical Audit or Quality Improvement Projects, either in general or in relation to St Catherine's, please speak to a member of the team.



## **How you can support St Catherine's**

Every day it costs us more than £17,000 to provide all our care services at home and in the hospice building. As a registered charity we receive less than a third of our funding from the NHS, and for the rest rely on the generosity and support of our local community. These people all choose to support our work because they recognise how important it is that our expert end of life care is available to local people, where and when they need it most.

Many of our patients and their family members feel that they would like to give something back. Any help you give, big or small, is gratefully received and you can be assured that every single penny given will help make a difference.

Here are some ways you could support us:

### **Remembering St Catherine's in your will**

The care we provide to one in four patients and their families is made possible thanks to gifts that people leave us in wills. To find out how a gift in your will could help please ask to speak to our Trusts and Legacies Officer.

### **Giving in Memory**

As part of your funeral service you may like to ask for donations in lieu of flowers or hold a collection in aid of St Catherine's. We can provide materials to support you and your family with this. To find out more please call our Giving in Memory Team on 01293 447361.

### **Donating to our shops**

You and your family or friends could donate any unwanted, quality items to one of our 16 charity shops. We accept clothes, bric-a-brac, books and furniture and can arrange collections. For more information please call our House and Home Store on 01293 583077.

If you are a UK taxpayer, please take the time to fill in a Gift Aid declaration. This means we can claim an extra 25 per cent of the value of the goods that you kindly donate, helping your gift make an even bigger difference.

### **Taking part**

You or your family may wish to take part in one of our events, hold an event of your own or involve your workplace. To find out more, please call our Community Fundraising Team on 01293 447361.

### **Sharing your story**

Many patients and their families like to share their stories. We use these in our communications to reassure and inform those new to the hospice and to inspire those who are considering supporting St Catherine's. If you would like to share your story, please ask to speak to our Marketing and Communications Team.

## Contact Us

St Catherine's Hospice  
Malthouse Road  
Crawley  
West Sussex  
RH10 6BH.

## Telephone

### Main Reception

01293 447333



St Catherine's Hospice, Malthouse Road, Crawley RH10 6BH  
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St Catherine's Hospice is regulated by the Care Quality Commission. To view our most recent report, please visit:  
[www.cqc.org.uk/location/1-143117253](http://www.cqc.org.uk/location/1-143117253) or call 03000 616 161.



# ST CATHERINE'S HOSPICE

St Catherine's Hospice,  
Malthouse Road, Crawley,  
West Sussex, RH10 6BH

Call us on: 01293 447361  
or visit: [www.stch.org.uk](http://www.stch.org.uk)

 St Catherine's Hospice Crawley  
 @stchospice

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