



ST CATHERINE'S HOSPICE

Your Guide: Community Care



Contents

2	How to contact us
3	Your guide at a glance
4	Who do we help? How we can help you
5	Who is the St Catherine's Team? What happens after I've been referred?
6	Training health care professionals Do I have to pay for my care?
7	Living Well Centre
8	Lymphoedema Be part of UK-wide hospice research projects
9	General information about your care Shared decision making Patient consent Personal information
10	Can I see copies of hospice correspondence relating to my care? Does St Catherine's have a policy for accessing health records? What if I'm not entirely happy?
11	How you can support St Catherine's
13	Contact Us
14	Your notes and questions

How to contact us:

Who do I call?

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 the lines are busy you may need to leave a message. A member of the team will call you back as soon as possible, including overnight. 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 you have been given so that they are all in the same place:

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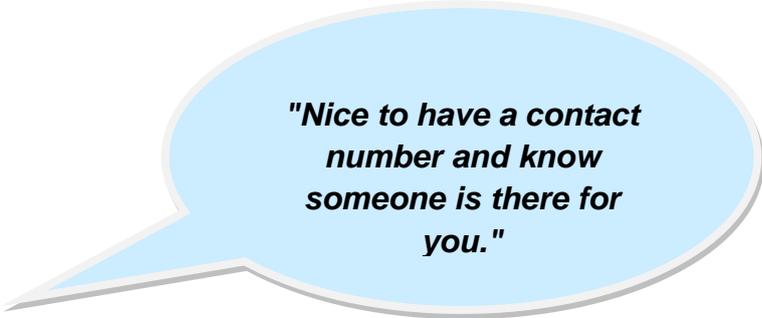
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"Nice to have a contact number and know someone is there for you."

Carer Feedback:

Your guide at a glance

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 are pages for you to write any notes or queries.

If it would be helpful to have this document in another format or language, please speak to a member of the 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, respite and psychological and emotional support for both you and your family or carers, at what can be a very difficult time.

For every ten people we care for, eight of these people are looked after at home or in care homes. We also support people at our Living Well Centre and on our wards.

How we can help you

We are here to help you with the difficulties that your 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, allowing 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.

We may be able to assist with:

- managing your symptoms, e.g. pain, breathlessness, fatigue, anxiety
- monitoring and reviewing your medications
- addressing your psychological and emotional wellbeing
- addressing your spiritual wellbeing
- addressing any social issues
- understanding how illness affects your everyday life, and helping you address this, and to remain as independent as possible
- addressing any welfare, benefit or financial issues
- understanding your illness and how it may progress
- planning for your future (advance care planning)
- supporting your end of life care

The team will also help your relatives and friends understand the areas above, and offer practical advice to help them care for you, and spiritual or emotional support. We can also offer support to children.

We understand that everyone 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.

We work closely with other local healthcare professionals involved in your care, including GPs, district nurses and external care agencies.

Patient Feedback:

"Most comforting first visit by Nurse Practitioner."

Who is the St Catherine's Hospice Team?



Our Multi-disciplinary team consists of nurses, doctors, health care assistants, 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 to discuss your problems and worries, and answer any questions you may have.

What happens after I've been referred?

Once the team have received clinical information about you we will call you to discuss how you are. We will use this information to decide which team member will meet you first and decide, with you or your family/ carer, when and where that appointment will be.

We will either invite you to our Living Well Centre, an outpatient clinic or, if you are unable to travel to one of our hospice bases, come to see you at home or in your care home.

The frequency of our contact with you will depend on the issues you have raised. At each appointment we will make sure you know when we will contact or come to see you next. If you have any questions or concerns beforehand we encourage you to call our 24 hour advice line.

This line is manned by experienced nurses and administrators who will either provide direct advice or contact the team member who knows you best. (See page 1 for number).

Sometimes, if there are no ongoing concerns for the team to address, we suggest that you call us when you need us. We call this “open access” which means you are welcome to access any of our services at a time that you need them.

Training health care professionals

St Catherine’s plays an important role in training future generations by providing placements for student nurses, doctors and therapists to work alongside our specialist teams. All students are carefully supervised, but if you would prefer to be looked after and visited only by hospice staff, please let us know.

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."



Living Well Centre

For anyone under our care, we offer a range of sessions at our Living Well Centre, which operates in Sussex and Surrey. There's a varied programme with activities designed to promote independence, peer support and wellbeing. All are free of charge, and some are also open to carers.

So, whether it's an adapted exercise class, support in managing a particular symptom, or simply a bit of rest and relaxation, we've got something to help you.

The latest programme, including more information about individual sessions, is available on our website at: www.stch.org.uk/livingwell

We also invite some patients for whole day sessions which include activities and lunch supported by our highly trained care team. Places are only available to those who have been referred by our specialist nursing team.

If you would like to find out more about our Living Well Centre, please visit: www.stch.org.uk/livingwell. Alternatively contact the Living Well team directly on 01293 447341, email livingwell@stch.org.uk 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

Shared decision making

We aim to support you to make the decisions that are right for you. We see our discussions as a collaborative process which will help you make the decisions that feel right for you, and your family and carers if you wish. The conversations will bring together our clinical expertise, including the options available and benefits and risks, with your preferences, circumstances, values and goals.

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 to do so, if you are well enough to give this permission. 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 St Catherine's staff 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 team and we will make sure 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.

Can I see copies of hospice correspondence relating to my care?

If you wish to see any correspondence relating to your treatment or care from the hospice, please ask a member of the team. We are always willing to discuss your illness and treatment and to answer questions you may have, honestly and openly. If there is anything specific you would like to discuss, please ask us.

Does St Catherine's have a policy for accessing health records?

Yes. If you would like to access your health records please address your request to the Service Information Co-ordinator, St Catherine's Hospice, Malthouse Road, Crawley, RH10 6BH.

What if I am not entirely happy?

One of the best ways we can monitor how we are doing is for you to tell us when we get things right and when we get things wrong.

If there is something you are unhappy with, we encourage you to speak to a member of our team as soon as you can, so we can try and put things right.

If you still do not feel things have been resolved to your satisfaction, you may want to formalise your concerns.

At St Catherine's, we have a formal complaints procedure. Our Senior Management Team considers all complaints, using this as a chance to review and learn. Please ask a member of the team if you would like more information.

How you can support St Catherine's

Each year we're able to provide our expert care, to around 2,450 people and their family and friends, thanks to the generosity of people in our local community. Every year they raise over two thirds of the money we need to provide our free services. People often think our hospice is part of the NHS and whilst we receive some funding from them, we are an independent registered charity. It costs us around £10 million per year to run our services, and to give free care and support to local people at the most difficult time of their lives.

We want to live in a world where everyone can face death informed, supported and pain free. And whilst we are proud of the care we provide, we know there are many more people who could benefit from our expert support and advice. Currently, for every person we help, there are two others we can't. With our community's help we want to change this so that in the future we can be there for **everyone**.

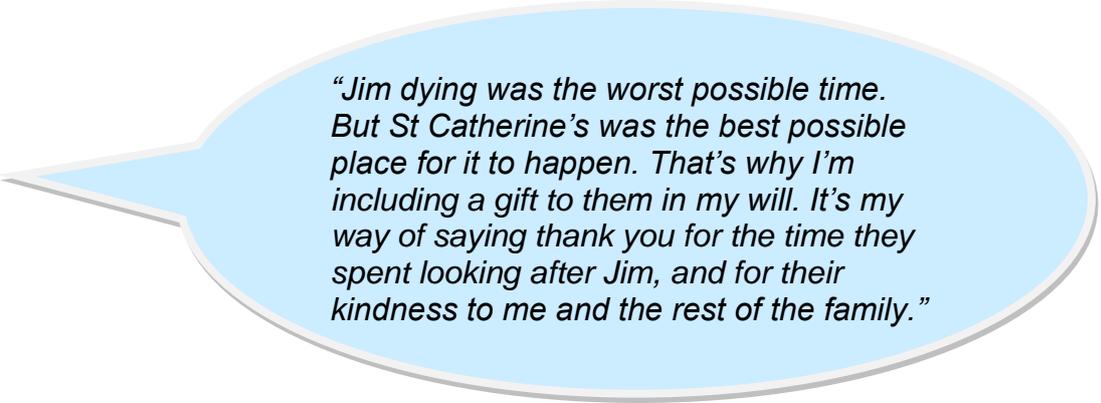
Many of the people we care for and their family members feel they would like to show their appreciation of the care our hospice has given them, and to help make sure we are here for others when life comes full circle.

Here are a few ways you may like to consider supporting St Catherine's:

Leave a gift in your will

Remembering St Catherine's in your will is a simple way of helping us to be there for future generations and really is the greatest gift you can give. Gifts left to us by people in their wills provide the care for one in four patients and families and every gift, in every will, makes a difference.

By leaving a gift in your will, your kindness will mean that in the years to come, no one will have to face death and loss alone. It means your care for your loved ones and local community will live on.



"Jim dying was the worst possible time. But St Catherine's was the best possible place for it to happen. That's why I'm including a gift to them in my will. It's my way of saying thank you for the time they spent looking after Jim, and for their kindness to me and the rest of the family."

Giving in Memory

As part of planning the arrangements for your funeral, you may like to ask your next of kin to invite people to make donations to St Catherine's in your honour. We're pleased to be able to help with this and for guidance at the appropriate time we suggest contacting us on the details below.

Taking part

Every year, we organise a calendar of events ranging from live music festivals to adventurous overseas treks. There really is something for everyone! Our events are a great way of supporting us, while at the same time providing you, or your family or friends, with an opportunity for reflection, meeting others or achieving a personal goal. Our events take place throughout the year and are advertised on our website or our Fundraising Team will be happy to explain these to you.

Organise your own event

If you're having a get together with family, friends or colleagues from work, you could include some fundraising. We can support you with anything ranging from simple collections and games, to bake sales and quiz nights. For help in getting started, please give us a call.

Our shops

We have 15 charity shops across West Sussex and East Surrey, selling everything from clothing and books and puzzles, to household items and furniture. We even have a dedicated bridal and furniture store. Donations of goods are always appreciated and money raised in our shops goes towards providing care for local people. If you're a UK taxpayer, you can also gift aid your donation. This means we can claim an extra 25 per cent of the value of any goods you donate, helping your donation make an even bigger difference. For details of your nearest shop, what items we can accept, and information about furniture collections please contact our Trading Team on 01293 583077.

Sharing your story

Some people like to share their experience of St Catherine's care and people often tell us they find doing this very rewarding. We share these personal stories with our local community to inspire their support, and we also share them with other patients and families, to help reassure them if they're apprehensive about being referred to St Catherine's. If you are interested in sharing your story, please ask to speak to a member of the Marketing and Communications Team.

Our Fundraising Team will be happy to support you in any of the ways above. They can be reached Monday to Friday on 01293 447361, or emailed at fundraising@stch.org.uk.

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
Registered charity no. 281362

This V4 booklet was published by St Catherine's Hospice in November 2019 and will be reviewed annually.

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 or call 03000 616 161.

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

Call us on: 01293 447333
or visit: www.stch.org.uk

 St Catherine's Hospice Crawley
 @stchospice

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