



**ST CATHERINE'S  
HOSPICE**

*Your Guide:*  
**Community Care**



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## **How to contact us:**

### **Who do I call during working hours?**

<b>Who</b>	<b>When</b>	<b>Number</b>
Telephone Advisory Service of specialist nurses and Community Team	8.30am to 8pm every day	01293 447333 01293 447329
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. 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 you have been given so that they are all in the same place:

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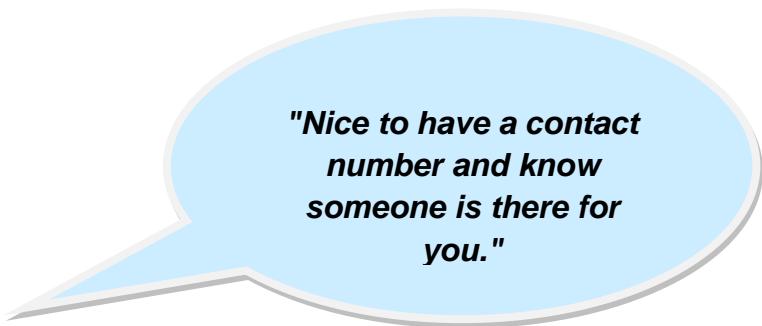
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**Carer Feedback:**



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

## **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.

For every ten people we care for, eight of these people 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 to discuss your problems and worries, and answer any questions you may have. We will then agree a care plan to make sure 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 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 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 end of life 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 nurses and healthcare assistants trained in end of life care.

**Patient Feedback:**

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

## **Training future palliative care doctors and nurses**

St Catherine's plays an important role in training future generations by providing placements for student nurses from Brighton and Surrey Universities. We also have trainee doctors, therapists and GPs on placement.

All students and trainees are carefully supervised, but if you would prefer to be looked after and visited only by hospice staff, please let us know.

## **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 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:**

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

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



## **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 chance to talk 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, (an impartial person who can support and help you express your wishes), 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 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.

We will also discuss referral to any other St Catherine's services which can help you (for example, counselling or our Day Hospice, if you are happy with this.) 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 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.



## **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. The medical and nursing teams 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 more than 2,100 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**.

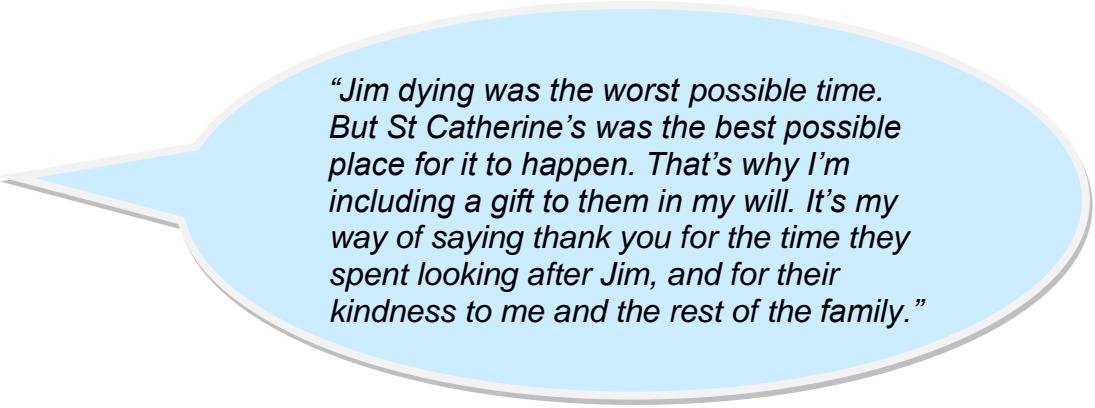
Many of our patients and their family members feel they would like to show their appreciation of the care our hospice has given them, and to help make sure we are here for others when life comes full circle.

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 a member of 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](mailto: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

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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.

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Malthouse Road, Crawley,  
West Sussex, RH10 6BH**

**Call us on: 01293 447333  
or visit: [www.stch.org.uk](http://www.stch.org.uk)**

 **St Catherine's Hospice Crawley**  
 **@stchospice**