



primrose hospice

centre of care



patient information



welcome to Primrose Hospice

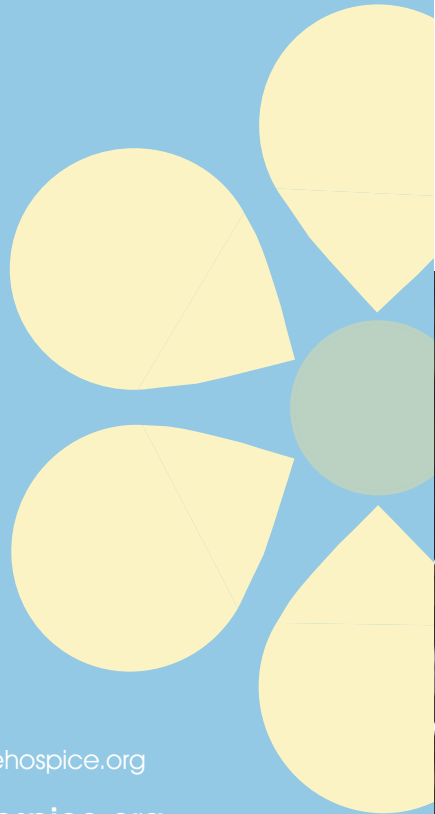
This booklet has been designed for you to keep and refer to when you want information about the Hospice and your care. It describes a range of services which may or may not be relevant to your particular situation and in some cases is supplemented by more detailed information sheets provided by individual departments.

PRIMROSE HOSPICE

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Tel: 01527 871051

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www.primrosehospice.org



introduction

You have been referred to us at a time of great change in your own life. Our aim is to support you in adjusting to this and to assist you and your family in coping with all that is happening to you.

Primrose Hospice opened in 1987, and since then has provided care and support to thousands of patients and their families in Redditch and Bromsgrove. Primrose Hospice forms one part of a wider team of professionals providing palliative care in North East Worcestershire and we work closely together to provide care and support to you whether you are at home or in hospital.

The Hospice's services are divided into 3 main areas:

- Day Hospice and outpatient services
- Primrose at Home
- Family Support

Through these we can provide:

- Specialist nursing care and advice
- Physiotherapy
- Occupational Therapy
- Complementary Therapies
- Psychological, spiritual and social support
- CAB welfare advice, including benefits, debt, wills, employment, housing advice and other



- Peer support in the Day Hospice, carers and bereavement groups
- Care at home at the end of life

You have been referred to the Hospice by your GP or hospital doctor, a Clinical Nurse Specialist, District Nurse or other professional.

The Hospice's professional staff will continue to work with them to make sure you get the best possible care and support throughout your illness.

Primrose Hospice makes no charge for its services although it welcomes voluntary donations. It is an independent charity receiving approximately 30% of its income from the NHS. It gets the rest of its funding from individual donors, charitable trusts and fundraising activities.

The Hospice Team

The Hospice team is made up of people with expertise in palliative care, including the following:

- Clinical Nurse Specialists who lead the Day Hospice team and run outpatient clinics
- Access to a Consultant in Palliative Medicine
- Qualified staff nurses and experienced Health Care Assistants
- A Social Worker
- Qualified Counsellors
- A Chaplain
- A Physiotherapist
- An Occupational Therapist
- Complementary Therapists
- Volunteers in all areas
- Administrators
- Support and domestic staff
- Fundraisers
- Senior management
- A Board of Trustees



Volunteers

Volunteers are one of the Hospice's greatest resources. Over 200 volunteers dedicate time and energy to support the Hospice which means fewer paid staff and more money directed straight to patient care. The work they do for us contributes enormously to the range of services we are able to offer to patients and families, and our team of volunteers are essential to everything we do.

introduction



day hospice & out patients

Day Hospice

The Day Hospice is open from Tuesday to Friday each week and patients attend from about 10.30 to 3.00. There's room for up to 15 people each day and most attend on one regular day each week.

You may have been referred by your Macmillan Nurse, district nurse, GP or hospital consultant, and we will first arrange to meet you, either at home or in the Hospice, to assess your needs and talk to you about the benefits you may gain from attending Day Hospice.

If you attend Day Hospice regularly, you will have the opportunity to discuss your symptoms and any concerns you may have with nursing staff, or we may arrange for you to see the Consultant in Palliative Medicine, one of the other doctors or another member of the clinical team. You will have the opportunity, in your own time and at your own pace, to ask any questions and discuss any worries or concerns you may have about the future. You may want to make some plans about how or where you would like to be looked after, or to make an advance refusal of certain treatment approaches.



You may be offered complementary therapies or creative therapy. Different activities take place at different times, such as reminiscence therapy. Hairdressing is also available on certain days.

You will be offered drinks during the day and a freshly cooked lunch is served. Special dietary requirements can be accommodated.

If you are not able to make your own way, we are able to offer transport to and from the Day Hospice thanks to our team of volunteer drivers. However, if you are unable to get in or out of a car without help we may need to arrange ambulance transport to bring you.

Many people attending Day Hospice say that the greatest benefit of all is the opportunity to meet and talk to others in similar situations as themselves, and living in a balance with their illness.

Like most Day Hospices we operate an active discharge policy, which we see as a positive process for patients who are well, or whose disease is stable, and who no longer need this particular service. The discharge will be tailored to fit the individual and may involve researching alternative arrangements. Discharged patients can always be referred back at a later date if this is needed.

Physiotherapy

Physiotherapy is concerned with the care and rehabilitation of people throughout their lives. Our Physiotherapist is provided by the Worcestershire Health and Care NHS Trust. She will use specialist assessment and therapeutic approaches to support all aspects of your well-being and enable you to live as well, and as fully as possible. Treatment might focus on improving or managing breathing problems, pain, movement difficulties, fatigue, swelling and managing living at home. It might also involve a combination of methods such as education and advice, movement and exercise, relaxation and mobility work.

The Physiotherapist always aims to work closely with the rest of the Hospice team caring for each person, including family and carers.

Occupational Therapy

Like the Physiotherapist, our Occupational Therapist is provided by the Worcestershire Health and Care NHS Trust. She sees patients in the Hospice or in their own homes with the aim of enabling them to gain the most independence and best possible quality of life.

The Occupational Therapist is able to offer home assessments, advice on lifestyle management, education and support to patients and carers. She is also able to loan equipment.

Together with the Physiotherapist, the Occupational Therapist runs a regular group for patients with problems associated with breathlessness, anxiety and fatigue.

Outpatient clinics

Clinical Nurse Specialist

Patients who, for whatever reason prefer not to attend the Day Hospice can still maintain regular professional contact with the Hospice by attending the Clinical Nurse Specialist outpatient clinic. This clinic is run by the Nurse Manager, an experienced specialist nurse who has worked for many years in hospices and other end of life settings. She is able to provide support, information and complex symptom control advice, and is qualified to prescribe medication for you, providing your GP is in agreement.

Medical clinics

Medical clinics are held at the Hospice twice weekly, by the Consultant in Palliative Medicine and Associate Specialist in Palliative Medicine. Both doctors are employed by the Worcestershire Health and Care NHS Trust and see patients in a variety of settings across North East Worcestershire. You may be referred directly to see the doctor by your GP or hospital consultant; alternatively the request may come from one of the clinical team at the hospice.

Physiotherapy

Depending on the reason for referral our physiotherapist may see you in her outpatient clinic at the Hospice. This treatment may be for shoulder related problems after breast surgery, or other problems requiring manual techniques.

Complementary Therapies

The complementary therapy service at Primrose Hospice is provided in partnership with Freshwinds, which is a Birmingham based charity. A range of therapies are provided, and a treatment plan will be suggested for you following a full assessment by the Complementary

Therapy Coordinator. The emphasis is on integration between complementary therapy and conventional medicine, and your treatment plan will be carefully selected to ensure that it is safe, alongside treatment for cancer or other illness. All therapies are delivered by fully qualified therapists who volunteer their time to the hospice.

Lymphoedema

Primrose Hospice provides clinic space for the Worcestershire Health and Care NHS Trust's Lymphoedema service, to enable local patients to access this service easily.



primrose at home

The Primrose at Home service comprises a team of experienced healthcare assistants who provide care at home, supporting the care delivered by the district nurses. Care can be provided during the day or night depending on the particular needs of the patient and family, and the aim is to provide a safe place of care, allowing the immediate relatives or carers to have a rest, in the knowledge that their loved one is being safely looked after. Most care provided by Primrose at Home is delivered during the last few weeks of life and is provided to allow a patient to remain at home, if that is the preferred place of care, and to avoid unnecessary and unwanted hospital admission.

Referrals to Primrose at Home are usually made by the District Nurse or Macmillan Nurse, and the service is very flexible to individual needs.

If a Primrose at Home carer is working overnight, we ask that they be provided with a comfortable chair, facilities to make a warm drink, adequate warmth and light to read by.



primrose at home



family support services

The Family Support Team is made up of a number of different services providing emotional, spiritual and social support to patients, families and carers, to enable them to reassess, adapt and manage the challenges they face.

The team is led by a qualified social worker, with broad experience of working the families and children.

The service is flexible to meet the needs of individuals and families and provides:

- Support for adults and children coping with the actual, or impending loss of a loved one
- A counselling service
- CAB welfare and benefits advice
- A chaplaincy team

Family Support

'Supporting people when a special person has a life limiting or life threatening illness'

The Family Support teams are made up of volunteers, all of whom have received specific training in listening to and supporting people. Each person will have different needs. People may experience a number of different feelings, such as disbelief, shock, anger, anxiety, guilt, fear, sadness and worry about the future. Being able to talk to a Family Support Worker may help you gain a better understanding of what you are feeling.

The Family Support Worker will usually visit once a week at home with each visit lasting approximately one hour. The number of visits and how often are mutually agreed. The Family Support Worker will give you the time you need to talk through concerns and explore various ways of coping.

Bereavement Support

The stress of bereavement can be devastating. Sometimes people just need time to talk through their feelings with someone outside of their immediate circle of friends or close circle and the support of one of our volunteer visitors can be very helpful during these difficult periods.

The Bereavement Service is run along similar lines to the Family Support work described above.

Primrose Hospice also runs weekly bereavement groups. The main purpose of a group is to provide a safe environment for discussion and mutual support with others who have been bereaved.

For more details of our groups please ring 01527 871051.

Children's Family Support Team

The Children's Family Support Team is a team of volunteers, all of whom have a background of working with children and in addition have received specific training in listening to and supporting children at times when a special person in their life has a life threatening illness or has died.

The stress of life threatening illness or bereavement causes changes in families and children of all ages will sense the feelings of those around them.

The Children's Family Support Worker will usually see the child in their own home and each visit lasts approximately one hour. The number of visits and how often are mutually agreed between the support worker and the child and/or parent or carer.

Each child will have different needs. Children may experience a number of different feelings, such as disbelief, shock, anger, anxiety, guilt, fear and sadness. Children often express their feelings in behaviour rather than words.

Memory Boxes

A memory box is often a simple box. Into the box can be placed any item which you feel will bring special memories to mind. You can help build memories for your loved ones that they will always have. Putting a memory box together can be painful and upsetting but the Family Support Team can help you to work through the process.



Counselling

The Counselling Service at Primrose is offered to all those, including patients, relatives, carers and loved ones affected by a life threatening or life limiting diagnosis.

Once you have made contact with, or been referred to the Family Support Service you will be invited in for an assessment. This may be with the Family Support Team Leader or Lead Counsellor. This session usually takes about half an hour.

The Counselling Service at Primrose Hospice is an organisational member of the British Association of Counselling and Psychotherapy (BACP) and an application for accreditation is pending.

Citizens Advice Bureau (CAB)

The CAB advisor offers practical advice, information and representation as needed for a range of issues including benefits, housing, employment, debt and bereavement. This can include assistance and advice about funerals and probate.

Chaplain

Illness can make you think about your hopes and fears. It can raise important questions which you may want to talk about – questions such as, 'Why me?' 'Why now?' or 'What have I done to deserve this?'

Our chaplaincy team are here to offer spiritual care to you and your family.

The members of the chaplaincy team are mainly from the Christian faith but are available to you whatever your faith or beliefs are – or are not. Not everyone has a religious belief and the team recognise and respect that. Their aim is to try and support you in ways that are most helpful for your specific needs.

The Sacred Space is open every week day for all to use. It is a place of quiet reflection, meditation, prayer and religious services.

NOTES

other useful information

Meals and refreshments

Patients attending the Day Hospice are offered a freshly cooked lunch, and specific dietary needs can be accommodated. Hot and cold drinks are offered frequently during the day; please ask if there is anything you would like.

A cold water dispenser is available in reception for visitors, and anyone waiting in reception for an appointment will be provided with a hot drink on request.

Smoking

The law bans smoking in public places, and as Primrose Day Hospice has no inpatient beds this includes the Hospice premises. We do however permit patients to smoke in the garden.

Smoking is not allowed in patient transport, including volunteer vehicles and ambulances.

Should a worker from the Hospice call to see you in your own home we would ask you please not to smoke during their visit. If you have concerns about these arrangements please raise them with the member of staff who you know best.

Patient Information

We ask you for information about yourself so that we can give you appropriate treatment and care. This information is kept, together with details of the care you have received, because it may be needed if we have to see you again.

Primrose Hospice, alongside the other 2 Hospices in Worcestershire and all of the palliative care services provided by the NHS, uses a single electronic record system, accessible across the county.

The information may include:

- Basic details about you, such as name, address, date of birth, NHS number and next of kin
- Contacts we may have had with you, such as clinic visits
- Notes and reports about your health and any treatment and care you need
- Details and records about the treatment and care you receive
- Results of investigations, such as x-rays and laboratory tests
- Relevant information from other health professionals, relatives or those who care for you or know you well

The information in your record is used in different ways such as:

- Ensuring anyone involved in your care has access to accurate and up to date information about you
- Making a record of your care available if you are seen in other parts of the palliative care service
- Keeping a record of your care throughout your time with the Hospice

Your information is also used to help the Hospice:

- Review the care we provide to ensure it is of the highest standard
- Teach and train healthcare professionals
- Conduct health research and development
- Investigate complaints, legal claims or untoward incidents
- Make sure our services can meet patient needs in the future
- Prepare statistics on our performance

Where information is used for statistical purposes, stringent measures will be taken to ensure that individual patients cannot be identified.

Under the Data Protection Act 1998, you have the right to ask to see information written in your health records (known as the right of 'subject access'), although we may withhold certain information if it could seriously harm your mental or physical health, or identify a third party.

If you want to see your records, please talk to your doctor or nurse who will assist you in doing this. A request will need to be made in writing.

User Group

A service user group is held on a regular basis and is open to all service users, including patients and family members. The User Group offers the opportunity to help shape services and developments and acts as an advisory capacity.

Website

Primrose Hospice has a website which provides information on all aspects of our work and how patients and their families can access help.

This can be visited at **www.primrosehospice.org**

NOTES

QUESTIONS



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