



# Hospice at home

Patient guide



# welcome...

## to our Hospice at Home Service

This leaflet has been designed to tell you more about our services and the care and support available to you and your family.

We hope you find it useful – if you would like any further information, please contact the Hospice at Home Team on 01706 240080.

### What is Rossendale Hospice @ Home Service?

Rossendale Hospice at Home is a partnership between Rossendale Hospice, Lancashire County Council Social Services and East Lancashire Teaching Primary Care Trust.

The service is designed to help and support patients with palliative care needs in their own home.

The Hospice at Home team and the Multi- Disciplinary Team, which includes your District Nurse, GP, Macmillan Nurse and Social Worker, work closely together to enable you and your family to be supported and cared for in your own home.

### About the Hospice at Home Team

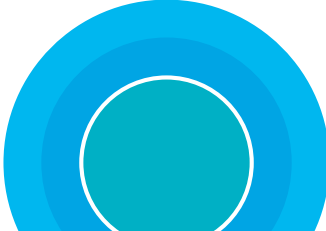
All members of our team, both qualified nurses and healthcare assistants are employed and managed by Rossendale Hospice.

### How is the Service Co-ordinated?

Our Nurse Co-ordinator (a senior nurse with extensive palliative care qualifications and experience) leads the team of healthcare assistants and qualified nurses.

A meeting will be arranged with you and your family to discuss and plan your care. This meeting often takes place with other members of your Multi-disciplinary team, such as your District Nurse or Social Worker.

The Nurse Co-ordinator then continually monitors your individual care plan, to ensure it meets the needs of both you and your family.



### Who provides the care?

Our experienced Healthcare assistants are all trained to NVQ Level 2 in Care and most are trained to Level 3. They also attend regular training sessions in all aspects of palliative care.

### Our service can provide:-

- Personal care, help with bathing, dressing, preparation of light meals
- Emotional support to both you and your family.
- The opportunity to monitor how you are, reporting changes to your District Nurse, GP, Macmillan Nurse and where necessary, to alter your care plan to ensure you are receiving the best possible treatment and support.

### How quickly would the care commence?

We would respond to your request for care by arranging the initial assessment meeting within 24 hours. We are usually able to start your care equally as quickly.

### Nursing Care

Your care and needs will be monitored regularly. Should you require it, additional support can be provided by experienced qualified nurses to supplement the care provided by the District Nurse Team, to ensure the best possible treatment and support for you and your family/carer(s).

Extended care can be provided during the night to offer reassurance and respite to you and those caring for you.

### How can I access the service?

- You must accept and agree to the service.
- You must be a resident of Rossendale and be over 18 years.
- You must have identified palliative care needs.


The District Nurse has overall responsibility for your care

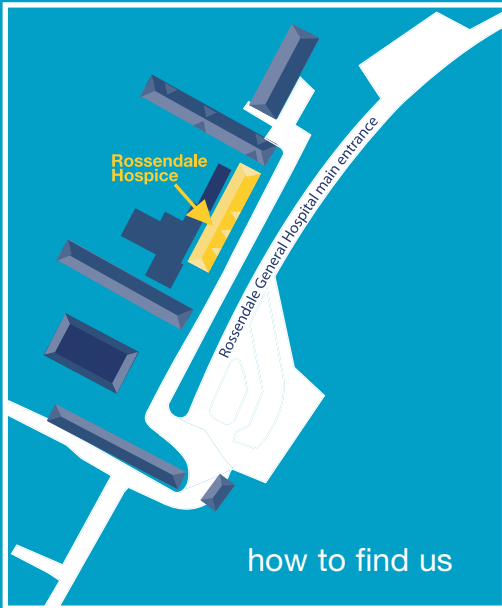
We aim to see patients and start your care as soon as possible, certainly within 48 hours of referral.

Emergency referrals will be accepted and acted upon on an individual basis.

### Contact us

If you would like any further help or information or would like to access the service we offer, please don't hesitate to contact the **Hospice at Home Team on 01706 240080.**





**Telephone:**

Hospice at Home 01706 240080

Fundraising 01706 240081

Administration 01706 240083

Nurses Office 01706 240084

**Fax:** 01706 213132

**Email:** [admin@rossendalehospice.org](mailto:admin@rossendalehospice.org)

**Website:** [www.rossendalehospice.org](http://www.rossendalehospice.org)

Cribden House, Rossendale Hospital, Rossendale, Lancashire BB4 6NE.

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