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Hospice at Home 01706 240080
Fundraising 01706 240081
Administration 01706 240083
Nurses Office 01706 240084

Fax: 01706 213132

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Website: www.rossendalehospice.org

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

Registered Charity Number 1008228



patient guide

to Rossendale Hospice



welcome...

here is your essential guide to **Rossendale Hospice**

This booklet has been designed to tell you about our services and their potential benefits to you. Many people are naturally anxious when Hospice Services are discussed. We would like to share with you information about how we may be able to help you and your family/carer deal with both the physical and emotional impact that living with a life limiting illness may bring.

At Rossendale Hospice we all share one goal...

To deliver the best quality care to our patients and their families/carers.

Moreover we recognise everyone's needs are different and treat all our patients as individuals.

We hope to have covered everything within our booklet, but realise there may be questions you might like to ask.

If you would like any further help or information or would like to access the service we offer, please don't hesitate to contact our Nursing Team on 01706 240084

How to Contact Us:

By Telephone

Hospice at Home	01706 240080
Fundraising	01706 240081
Administration	01706 240083
Nurses Office	01706 240084

In writing

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

Or for more information about the Hospice and our services you may find our website useful.

Website: www.rossendalehospice.org

Fax

01706 213132

Email

admin@rossendalehospice.org

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Care for you and your family



How Can Rossendale Hospice Help?

At Rossendale Hospice we can offer you Information and Support to help you to make choices about how you cope with your illness.

Our dedicated and experienced team can help with any physical, practical, emotional and spiritual needs.

It may be that you simply want to talk.

It may be that you need help in understanding your illness.

It may be that you would enjoy the relaxing effects of our Complementary Therapies.

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here for support
here for information
here for the good & the bad
here for backup
here for your family
here for you

Please take a look at the services available to you and your family



our services

The majority of our patients do have cancer; however we also provide care for those with other life limiting illness, such as Heart Disease, Multiple Sclerosis and Motor Neurone Disease.

We offer care both at Day Therapy Sessions at the Hospice and within the home, via our Hospice at Home Service.



Day Therapy

At our Day Therapy sessions we can help you to deal with the physical, mental and social impact of living with a life limiting illness, including:-

- Symptom management and physical care
- Psychological, social and spiritual support
- Simple lymphoedema care/access to specialist support
- Access to Specialist Palliative Care Team
- Complementary Therapies
- Access to Specialist Palliative Physiotherapist Service
- Jacuzzi/spa bath
- Access to Dietician & Podiatrist
- Access to Welfare Rights Advice
- Counselling

Sessions last from 10am to 3pm and we invite you to join us for lunch.

Early Diagnosis Session

Our Early Diagnosis Service has been specially designed to help people with a recent diagnosis.

It provides an opportunity to meet others in a similar situation and to share experiences, thoughts and feelings.

You will have the opportunity to talk to experienced nurses and trained therapists, but more importantly to others in a similar situation to yourself.

Patients are offered ten sessions: within each session various issues are discussed either as a group or on a one to one basis with our trained nurses.

Carer Support

Caring for someone with a life limiting illness can be very difficult and isolating.

Our support is extended to families, friends and carers.

Support is available by telephone or by appointment with a trained and experienced nurse.

We can also help you access others who may be able to help, for example Welfare Rights, Social Services.



our services

Psychological Support

Psychotherapy can help people deal with negative feelings and emotions including anxiety, depression, loss of confidence, anger etc. As well as “talking therapy” we are able to offer hypnotherapy to reduce or alleviate symptoms and side effects of treatment.

Complementary Therapies

There is much evidence and experience to show that complementary therapies can help relieve stress and tension, aid relaxation and promote a sense of well-being.

We provide a whole range of complementary therapies alongside conventional medical treatment to help relieve pain and reduce symptoms, including:

- Aromatherapy Massage
- Reiki
- Reflexology

Bereavement Support

It is an important part of our philosophy to offer continued support to families and carers. The period of bereavement is a difficult time. Sorrow and grief are very painful and there is no right or wrong way to grieve. Some people need a little help coming to terms with their loss.

We have an open referral system and trained counsellors available to help. Appointments usually last around an hour with approximately 4-6 sessions offered to each patient.

Child Support

A diagnosis of life limiting illness or death within the family can be very distressing and upsetting for a child.

Every child will react very differently, some may cope well, and some may not. We offer a Child Support service to those who need help coming to terms with their situation. This service, led by skilled Nurses/Counsellors, is available at a mutually agreeable place, which might be at school, in the home, or at the Hospice.

Education/Help is also available for other Teachers/Healthcare professionals who may be involved.

Parental consent is sought for children under 16 years old

All personal information is confidential, your privacy and dignity are closely protected.

Consent is sought before any treatment or therapy is provided.

Additional to this printed version of the guide, information is also available on audiotape and is translated into several languages.



Questions & Answers

Q: How can I access the Hospice services?

A: Referrals can be made by a GP, district nurse or specialist nurse. Self referral is also an option – simply contact our Nursing Team on 01706 240084.

Q: Does it matter where I live?

A: All of our services are available to adults over the age of 18 who reside in Rossendale. We provide services equally to people of any ethnic origin, religion, sexual orientation or background and will do our very best to meet individual requirements

Q: Can I Come and Take a Look Around?

A: You may feel more comfortable coming to look around our lovely premises beforehand – we are confident you will be surprised by how homely and welcoming the Hospice is, not at all like a Hospital or clinic. Simply contact our Nursing Team on 01706 240084.

Q: How would I get to the Hospice?

A: If transport is a problem, we can arrange transport to and from the Hospice.

Q: Do you only care for people with Cancer?

A: No - we are able to support people with a range of illnesses and complications arising from them. Please contact us for details.

Q: What happens if I am unable to come one week?

A: We appreciate that some days it may be difficult for you to come along. All we ask is that you let us know, where possible, in advance.

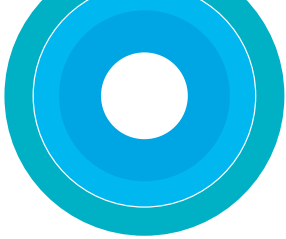
Q: What happens if I suddenly become unwell whilst at the Hospice?

A: Trained nursing staff are always on duty. They will ensure that appropriate treatment is given if you are taken ill and will also liaise with other professionals if additional help is required.

Q: Do I have to pay for the Hospice services?

A: No—our services are completely free of charge for patients, their families and carers.





How to Make a Complaint

We hope that you will not have any reason to make a complaint about the Hospice but if you do, please speak to a Nurse on duty at the time or ask to speak to the Manager.

A complaint may be verbal or written. We log the complaint and aim to deal with it professionally and as quickly as possible.

For a copy of our Complaints Procedure, please ask a member of staff.

If you have a concern or complaint, please speak to a member of staff, or telephone the Hospice on 01706 240083.

Alternatively, if you would prefer to put your complaint in writing, please address it to:

The Hospice Manager/Registered Manager
Rossendale Hospice
Cribden House, Rossendale
Lancashire BB4 6NE

Comments/Suggestions

The Hospice conducts an Annual Patient Survey which allows those using the service to offer their comments and suggestions.

By communicating your views you can help us to continually improve our service.

We therefore welcome your comments and suggestions about our service and this guide, which is reviewed annually.

A copy of the report compiled from our annual Patient Survey is available in reception.

We hope this booklet has been useful and has answered some of the questions you may have about how we can help.

However if you need any further information, please do not hesitate to contact us.



Additional Information

The Hospice is a registered charity (1008228) and also a company limited by guarantee (2655764). We receive only a small proportion of funding to run our services from statutory sources, like the NHS or Social Services, and so have to rely on generous donations from groups and individuals in Rossendale to make up the balance.

A copy of our Mission Statement and our Aims and Objectives is on display at the Hospice and you may obtain a copy of our Statement of Purpose upon request.

The Hospice is governed by a Board of Trustees, led by a Chairman, and the management of services is delegated to the Hospice Manager and her staff. A full list of current staff and their relevant qualifications is available within the Statement of Purpose.

As an independent health care provider the Hospice is obliged under the Care Standards Act to register with the Health Care Commission and to meet exacting standards set by the Department of Health, as laid down in Independent Health Care National Minimum Standards, Private and Voluntary Health Care Regulations 2001.

The regulations require that key appointments are made. The Board, as the Service Provider, has appointed the Chairman to be the Responsible Individual and the Hospice Manager to be the Registered Manager. Together they make sure that the Hospice maintains high standards of care for all our patients.

Copies of patient satisfaction surveys and audits are available upon request. A copy of the most recent Healthcare Commission inspection is available upon request or can be obtained from

Healthcare Commission
Peter House
Oxford Street
Manchester
M1 5AN

Tel: 0207 448 9100

Alternatively, copies may be downloaded from the Healthcare Commission website:-
www.healthcarecommission.org.uk

