

Your medical information

The information you give us may be recorded on both computer and paper record. It may be shared between our wider teams and other healthcare professionals related to your clinical care. Your medical information may also be used to support clinical audit, education and other work to monitor the quality of care provided. Anyone who receives information from us is also under a legal duty of confidentiality. Rossendale Hospice is committed to data protection and we will take great care to ensure your data is secure. We aim to comply with current legislation, NHS codes of practice and professional codes of conduct. We are regulated by the Care Quality Commission (CQC) who can ask for information about us and our clients. If you have any concerns regarding the use of your medical or personal information please speak to a member of the Hospice team.

Rossendale Hospice is a charity

Rossendale Hospice is a charity dedicated to improving quality of life for patients and families facing a life-limiting illness.

We rely heavily on generous donations from the people of Rossendale as we receive only a small proportion of funding to run our services from statutory sources like the NHS or Social Services.

We welcome your comments

If you have any comments or suggestions to make about the information contained within this leaflet or you would like this leaflet in another language, please talk to a member of the team.

To make a complaint

We hope that you will not have any reason to make a complaint about the service or the support the Hospice is providing but if you do, please speak to a nurse on duty at the time or telephone the Hospice on 01706 253633.

For a copy of our Complaints Procedure, please ask a member of staff. Alternatively, if you would prefer to put your complaint in writing, please address it to:

The Chief Executive
Rossendale Hospice, New Cribden House,
Rossendale Health Centre, 161 Bacup Road,
Rawtenstall BB4 7PL

Tel: 01706 253633 Fax: 01706 218878

Email: admin@rossendalehospice.org

Website: www.rossendalehospice.org



Wellbeing Service

previously Day Therapy
at Rossendale Hospice



Rossendale Hospice Day Therapy Service

You are welcome to join us to meet others, share experiences and learn skills to help improve your quality of life, self-confidence and self-esteem. We provide support, information and other services that can help you and your family/carer deal with the physical and emotional impact that living with a life-limiting illness may bring you. The underlying principle of the service is to empower people to be in control of their condition and where possible achieve what is important to them.

We want your day at the Hospice to be both enjoyable and beneficial to you.

Come and see

Many people are naturally anxious when Hospice services are discussed. You are welcome to come and have a look around, either alone or with your family or a friend. A visit will reassure you and your family that the Hospice is a cheerful place that enables you to live well.

**Simply telephone us on 01706 253633;
Monday – Friday; 8.30am – 4.30pm.**



The Day

Our Day Therapy sessions are held in a 'home from home' environment and are very relaxed and informal. People usually arrive around 10am and are invited to stay until 3pm. You can enjoy tea, coffee and soft drinks throughout the day, and a lunch is served with a choice of hot and cold menus. We cater for any special dietary needs if we know in advance.

Services available to you during the day

- One to one support
- Symptom control advice
- Emotional support
- Counselling/psychological support
- Complementary therapies -
 - Aromatherapy massage
 - Reiki
 - Reflexology
- Information
- Jacuzzi & spa bath
- Art and craft sessions
- Referrals to other agencies e.g. occupational therapy, physiotherapy, podiatry etc.

Services are provided by our experienced and dedicated team of nurses, psychotherapists, counsellors and touch therapists.

Help with transport

If you do not have your own transport we have a Hospice minibus with an accompanying driver who can help you. They will collect you and take you home afterwards. The vehicle has a hydraulic lift – so if you have a wheelchair it is not a problem.

Medicines

Every time you attend Day Therapy please bring with you any tablets or medicines you require during the day. You will be responsible for remembering to bring your medications.

Your GP

While attending Day Therapy you will remain under the care of your GP and the Hospital Consultant.

Our range of services includes the following special days:

Palliative Care Days

These days give support to adults with ongoing palliative care needs. We provide access to a range of services aimed at enabling you and your family/carer to maximise wellbeing and quality of life. The service provides a holistic approach to specialist palliative care in a safe and supportive environment. You will be offered a placement for 12 weeks during which there will be regular reviews to ensure that your needs are being met. Close liaison with other members of the multi-disciplinary team will ensure a holistic approach to your care.

COPD and Heart Failure Days

These days support you if you have COPD or heart failure. We provide a range of services to help you and your family/carer to improve your quality of life. We will support you on an individual basis with a holistic approach in a safe and supportive environment. When you have been discharged you can be supported and monitored at home with visits from the support nurses based at the Hospice so that your needs are met in your own home.

Early Diagnosis Days

A diagnosis of cancer is understandably very distressing for patients and their families/carers. Our Early Diagnosis Service has been specially designed to help you cope at what can be a difficult and challenging time.

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

You will be offered 10 sessions during which various issues are discussed either as a group or on a one-to-one basis with experienced, trained nurses. Subjects may include body image, hair loss, effects of cancer on the family, chemotherapy etc.

Our nurses and therapists are highly skilled and experienced in recognising the individual needs of patients. As well as the emotional support gained from fellow patients and staff, you will also be able to access counselling, hypnotherapy and complimentary therapies such as reflexology, massage and aromatherapy. There is also an optional gentle exercise class/yoga session.