

## We welcome your comments

Please contact the Day Therapy Staff if you have any comments or suggestions to make about the information contained within this Leaflet or you would like this leaflet in another format or language.

## 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.

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 253633.

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

**The CEO  
Rossendale Hospice  
New Cribden House  
Rossendale PHCC  
161 Bacup Road  
Rawtenstall  
BB4 7PL**

If your complaint is not resolved to your satisfaction, please contact the Care Quality Commission <http://www.cqc.org.uk/> or telephone 03000 61 61 61

## Your personal information

The information you give us may be recorded on both computer and paper record.

Rossendale Hospice is committed to data protection and we will take great care to ensure your data is properly looked after. We aim to comply with current legislation, NHS codes of practice and professional codes of conduct. If you have any concerns regarding the use of your medical or personal information please speak to a member of the Hospice team.

## Referral Procedure

Referrals can be self made or made by any healthcare professional.

## To book an appointment

**please contact us on:**

**Telephone: 01706 253637**

**Fax number: 01706 222712**

Monday to Friday 08.30am - 4.30pm  
or leave a message on the answer machine.

## Session Information

As these services are very popular there may be a waiting list for some of the therapies.

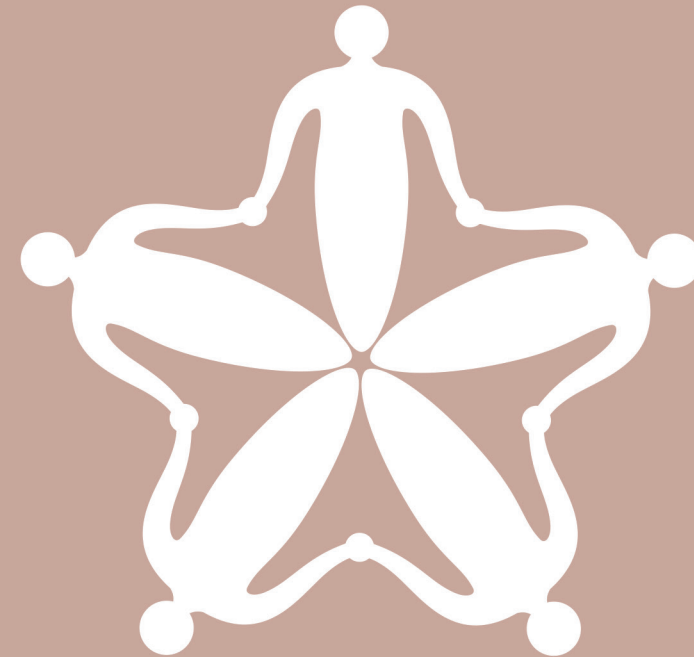
If you find you need to cancel or rearrange an appointment, please could you let us know promptly as we may be able to offer the time to someone else.

## Cost

There is no charge for these services although donations can be made if you wish.



family &  
carer support  
at Rossendale Hospice



# Welcome to Rossendale Hospice

The diagnosis of cancer or other life limiting illness can be frightening both for the patient and for those who love and care for them. It can be difficult to deal with the effect of the many changes that a serious and/or life threatening illness inevitably brings. As well as coping with different and disrupted routines, practical, financial and social issues, family members or carers may feel that they have to be "strong" to help their loved one cope with their illness.

## Emotional Support:

We offer free and confidential counselling for relatives and carers who are finding it difficult to manage their feelings.

Counselling cannot change the overall situation but talking to a trained counsellor can help you explore and express your worries and fears in a safe environment. Counselling may help reduce feelings of anxiety, depression, anger, helplessness etc and help you cope more easily with stressful situations.

Sessions are usually held weekly, for up to 6 weeks and last up to 50 minutes.

Please see our leaflets, 'Counselling at Rossendale Hospice' for more information.

Rossendale Hospice Psychological Support Service is a BACP Accredited Counselling/Psychotherapy Service.

## Practical Support

Caring for someone can be very hard work, physically and emotionally.

In addition there can be practical, everyday issues to deal with, such as welfare rights and benefits, getting to hospital appointments or even arranging for someone to sit with the person you are caring for whilst you attend to everyday things. The Hospice works very closely with many organisations that are able to offer you the help you need and are more than happy to provide details or help you access someone who can offer you advice and support.

Rossendale Hospice, here for your family, here for you.



## Your wellbeing

If you have been caring for your friend, relative or partner for some time, you may feel completely drained. It is very easy to carry on, ignoring how exhausted you are, because you feel that only you can do what needs to be done.

Families and Carers are able to access therapies at the Hospice, such as aromatherapy massage or reiki, which will help to alleviate the stress and tension you may feel when caring for someone.

We hold a carer support group every two weeks between 10.30 - 12.30. This includes socialising with other carers, relaxation and information sharing.

You may find it difficult to ask for help, but please remember we are here to help you wherever possible.

## Simply contact

the Nursing Team on 01706 240084 or the Hospice at Home team on 01706 240080.

