

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 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.

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:

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

**Tel: 01706 253633
Fax: 01706 218878
Email: admin@rossendalehospice.org
Website: www.rossendalehospice.org**

Registered Charity No. 1008228



Hospice at Home Patient Guide

at Rossendale Hospice



What is the Rossendale Hospice at Home Service?

Hospice at Home provides hospice care for patients with life-limiting illness who prefer to be supported in the comfort of their own home. The service works very closely with GPs, district nurses and all other community services to provide flexible care to support patients and their families/carers, especially in the final stages of illness.

Choice and quality of life for the patients are the focus of our work. The Hospice at Home team, based at the Hospice in Rawtenstall, are all experienced in caring for people who have a life-limiting illness. The service operates throughout Rossendale and is available 7 days a week.

We can help with

- Personal care which may include help with bathing and dressing, and preparation of light meals.
- Planned visits to provide extra support to patients and also respite to families/carers if required.
- Extended care can be made available during the night to provide reassurance to you and those caring for you.



"Thank you for the amazing care of mum. You treated her in a very caring and respectful way".
Susan, Rawtenstall

"If you have any problems or issues just ask the question and someone at the Hospice will point you in the right direction".
Arthur, Haslingden

"The standard of care exceeded my expectations. I just can't thank you all enough".
Mary, Waterfoot

"The team are brilliant, cheerful and kind".
Raymond, Bacup



How quickly can we provide the care service?

We will respond to your request for care by arranging an initial assessment meeting within 24-hours. This meeting with you and your family will be arranged to discuss and plan your care. The meeting often takes place with other members of your multi-disciplinary team such as your District Nurse or social worker.

We are usually able to provide your care just as quickly.

The Nurse will continually monitor your individual care plan to ensure that it meets the needs of both you and your family.

About the Hospice at Home Team?

Our team leader is a senior nurse with extensive palliative care qualifications and experience. All members of the team – nurses, health care assistants and the team administrator are employed and managed by Rossendale Hospice.

The District Nurse has overall responsibility for your care.

How to access the service

Referrals can be made by any health or social care professional. You can also refer yourself or a family member or friend if you feel they would benefit from the service.

If you would like any further help or information, or would like to access the service please don't hesitate to contact:

**The Hospice at Home team
on 01706 253633 Option 2.**