

## Rossendale Hospice is a charity

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 if you require this information in a different format, please ask a member of staff.

## 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 member of staff 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 Health Centre**  
**161 Bacup Road**  
**Rawtenstall**  
**BB4 7PL**

## How to contact us

If you would like to access, or know someone who may benefit from any of our services, and would like to talk to us, please get in touch by telephone, email or post:

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

**Tel: 01706 253633**

**Fax: 01706 222712**

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

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

## How to find us



Registered Charity No. 1008228



# Rossendale Hospice

A guide to our services



Making every moment count

# The Hospice provides care to patients with a life-limiting illness in Rossendale and support to carers and families

Rossendale Hospice is a charity that aims to improve the quality of life, through expert nursing care, compassion, understanding and emotional and psychological support. The Hospice is located on the 2nd floor of the Rossendale PHCC on Bacup Road in Rawtenstall and cares for people in Rossendale who have a life-limiting illness.

All our services involve our patients and their carers and families in their future care choices and we work in partnership with patients' GPs and community teams to ensure the highest level of care. We always remember that you are a person and not just a patient.



The Hospice provides a range of services in the Hospice, in patients' homes, and in the community. These include:

## Hospice at Home

Providing hospice care for patients with a 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. The service operates throughout Rossendale and is available 7 days a week.

## Day Therapy at the Hospice

Supporting patients to help them deal with the physical, emotional and social impact of living with a life-limiting illness. Within the Day Therapy unit we provide access to a range of services aimed at enabling each individual to maximise their wellbeing and quality of life.

## Long-term Support Nurses

Helping patients and families to cope with long-term conditions, aiming to prevent unnecessary hospital admissions and GP visits. Our nurses will visit you in your own home to discuss your general health, medical history, current symptoms and specific problems you may be experiencing. Together we will work towards making your life easier and more manageable for you and your family.



## Counselling

Counselling is available to patients and family members, carers and close friends who are affected by their loved one's illness. After discussion and where appropriate, we may offer Hypnotherapy, Mindfulness training and Emotional Freedom Technique. We also offer pre- and post-bereavement counselling for children, young people and adults who live in Rossendale. Rossendale Hospice's counselling service is accredited by the BACP.

## Complementary therapies

Such as aromatherapy massage, reflexology and Reiki. These are available to patients and their carers.

## Befriending service

Aiming to reduce social isolation for people, or the carers of people in Rossendale who are elderly or have health problems. The scheme matches each person (befriender) with a volunteer befriender who will visit regularly to provide some company and, in some cases, assistance with accessing particular interest groups or sources of support.

