

## 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:

**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

Registered Charity No. 1008228

## 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 253633**

**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.

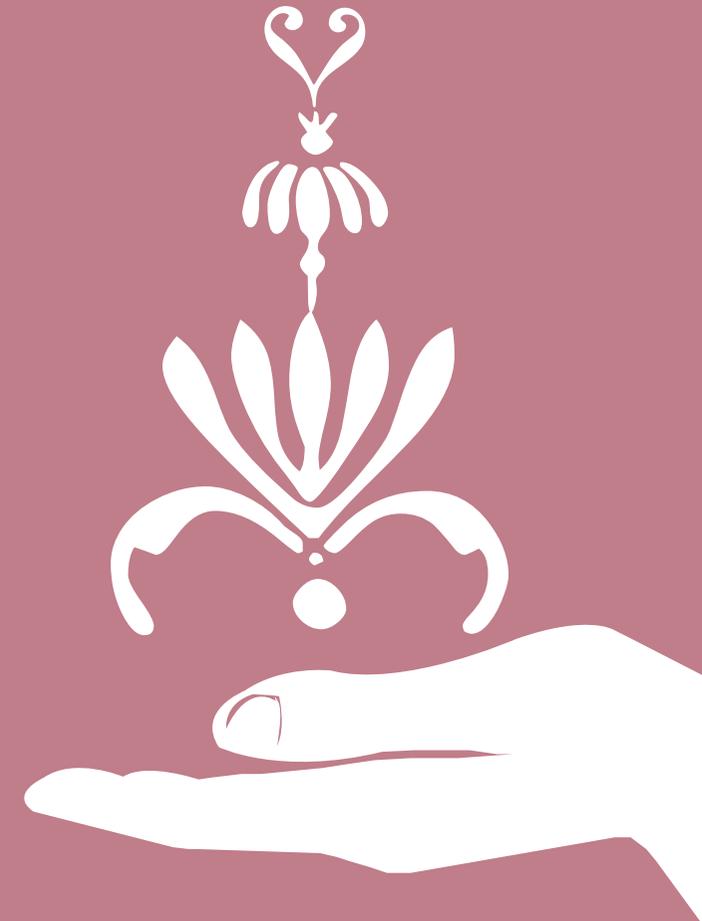
## Cost

An initial course of six sessions is free of charge, although donations are most welcome.



# complementary therapy

at Rossendale Hospice



# Complementary Therapies are used to help with relaxation and to promote a sense of well-being.

The therapies should not be used as an alternative to conventional medical treatments such as surgery, radiotherapy or chemotherapy.

The therapies are not to be used in place of prescribed medication. They may be of some benefit to those with aches and pains, nausea, breathlessness, constipation, stress, tension, anxiety or poor sleep patterns.

Complementary therapists are not medically trained and any concerns regarding medication should be discussed with your Doctor.

All therapists who work at the hospice are qualified and registered with the relevant professional body.

Sessions are available to patients or carers of patients known to Rossendale Hospice and for patients/carers of others within the community who have cancer or another life limiting illness.



## Touch Therapies...

### Aromatherapy

Aromatherapy is the practice of using essential oils derived from plants, fruits, flowers, trees and herbs applied in massage to aim to bring about a sense of relaxation and well-being.

### Reflexology

Reflexology is based on the principal that the different areas of the hands and feet are related to different parts of the body. Reflexology is the practice of massaging the feet in order to produce a relaxed response in the corresponding regions of the body. By applying controlled pressure with the fingers or thumbs to the reflex points, the body is stimulated to achieve its own state of balance and well-being.

### Reiki

Reiki is a very simple non-invasive therapy. The therapist gently places her hands on various positions over the whole body to channel the energy to the recipient to activate the body's natural ability to heal itself.

### What to Expect from Therapies

The therapist will explain the therapies in more detail when you attend an assessment and will help you to determine the type of therapy that may be most beneficial to you.

A consent form must be completed before any therapy is given.

### Aftercare following Complementary Therapy

After a session you may feel relaxed and a little tired. We advise you to drink water or fruit tea following treatment and to avoid caffeine and alcohol for the rest of the day. We also suggest that you avoid over exertion or eating a heavy meal before or after treatment. You may experience a headache after treatment.

This is a normal response. If this occurs, ensure you drink plenty of water and relax. If you have any concerns, please telephone the hospice and speak to a member of staff.

They will be available Monday - Friday  
8.30 a.m. to 4.30 p.m.

## Psychological Therapies...

Our highly qualified and experienced psychotherapists offer psychological interventions including:

### Hypnotherapy

Hypnotherapy is a safe, non-invasive therapy which can help increase overall well-being and reduce or overcome a wide variety of problems, including anxiety and stress, low mood, loss of confidence, insomnia, needle phobia, panic attacks. Hypnotherapy sessions are usually very relaxing and can help you learn how to be calmer and more relaxed in difficult situations.

### Counselling

Counselling is private and confidential. When you feel overwhelmed by worries, talking with a trained professional can help you cope better and find ways of managing your problems.

### Emotional Freedom Technique (EFT)

This is one of the 'energy therapies' and can be described as a form of acupuncture without needles. The technique is easy to learn and can give you an effective way of helping yourself deal with negative emotions.

Please ask staff for individual leaflets if you are interested in finding out more about these services.

