

Rossendale Hospice

New Cribden House, Rossendale PHCC
161 Bacup Road, Rawtenstall, Rossendale
Lancashire, BB4 7PL.

Day therapy 01706 253633 option 1
Hospice at Home 01706 253633 option 2
Fundraising 01706 253633 option 3
Administration 01706 253633 option 4

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Email: admin@rossendalehospice.org

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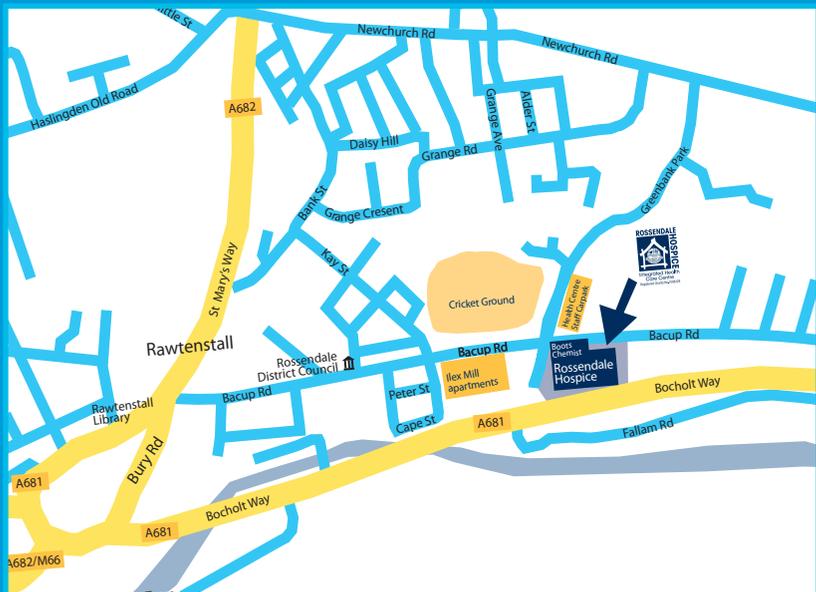


Integrated Health
Care Centre

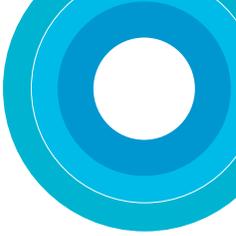
Registered Charity No.1008228

patient guide

Rossendale Hospice



Registered Charity Number 1008228



welcome...

Here is your essential guide to Rossendale Hospice

We are to help you and your family/carer deal with both the physical and emotional impact that living with a life limiting illness may bring.

At Rossendale Hospice we all share one goal... to deliver the best quality care to our patients and their families/carers.

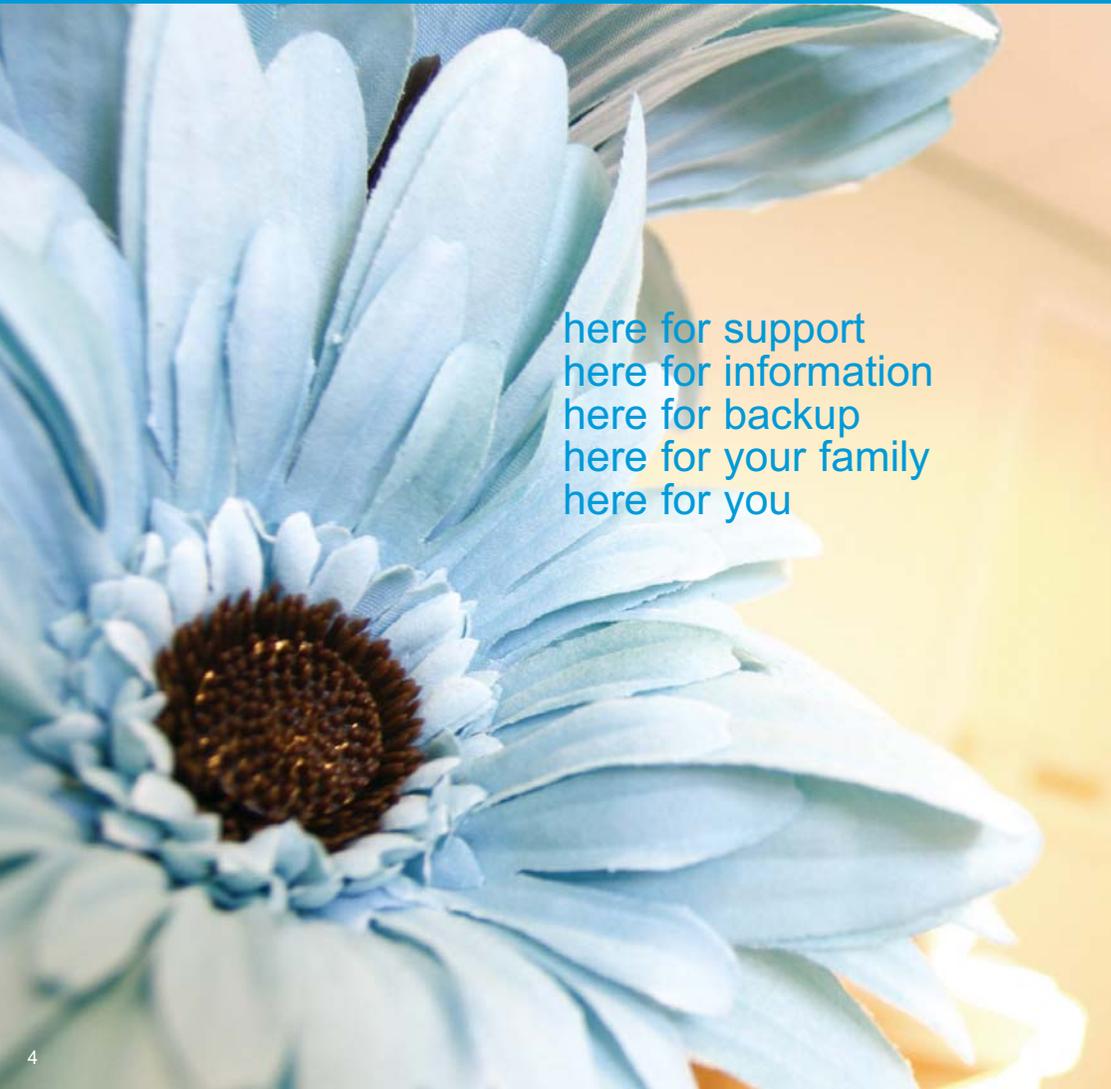
Moreover we recognise everyone's needs are different and treat all our patients as individuals.

We hope to have covered everything within our booklet, but realise there may be questions you might like to ask.

If you would like any further help or information or would like to access the service we offer, please don't hesitate to contact our Nursing Team on 01706 253633.



care for you and your family



here for support
here for information
here for backup
here for your family
here for you

How can Rossendale Hospice Help?

At Rossendale Hospice we can offer you Information and Support to help you to make choices about how you cope with your illness.

Our dedicated and experienced team can help with any physical, practical, emotional and spiritual needs.

It may be that you simply want to talk.

It may be that you need help in understanding your illness.

It may be that you would enjoy the relaxing effects of our Complementary Therapies.

Please take a look at the services available to you and your family.



our services

The majority of our patients do have cancer; however we also provide care for those with other life limiting illness, such as Heart Disease, Multiple Sclerosis and Motor Neurone Disease.

We offer care both at Day Therapy Sessions at the Hospice and within the home, via our Hospice at Home Service.



Day Therapy

At our Day Therapy sessions we can help you to deal with the physical, mental and social impact of living with a life limiting illness, including:-

- Symptom management and physical care
- Psychological, social and spiritual support
- Simple lymphoedema care/access to specialist support
- Access to Specialist Palliative Care Team
- Complementary Therapies
- Access to Specialist Palliative Physiotherapist Service
- Jacuzzi/spa bath
- Access to Dietician & Podiatrist
- Access to Welfare Rights Advice
- Counselling
- Arts

Sessions last from 10am to 3pm and we invite you to join us for lunch.

Early Diagnosis Session

Our Early Diagnosis Service has been specially designed to help people with a recent diagnosis.

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

You will have the opportunity to talk to experienced nurses and trained therapists, but more importantly to others in a similar situation to yourself.

Patients are offered 12 sessions: within each session various issues are discussed either as a group or on a one to one basis with our trained nurses.

Carer Support

Caring for someone with a life limiting illness can be very difficult and isolating.

Our support is extended to families, friends and carers.

You are welcome to join us at our Carer Support Group

Support is also available by telephone or by appointment with a trained and experienced nurse.

We can also help you access others who may be able to help, for example Welfare Rights, Social Services.

Call the Hospice on 01706 253633 Option 1 for further details.



our services

Psychological Support

Psychotherapy can help people deal with negative feelings and emotions including anxiety, depression, loss of confidence, anger etc. As well as “talking therapy” we are able to offer hypnotherapy to reduce or alleviate symptoms and side effects of treatment.

Complementary Therapies

There is much evidence and experience to show that complementary therapies can help relieve stress and tension, aid relaxation and promote a sense of well-being.

We provide a whole range of complementary therapies alongside conventional medical treatment to help relieve pain and reduce symptoms, including:

- Aromatherapy Massage
- Reiki
- Reflexology

Bereavement Support

It is an important part of our philosophy to offer continued support to families and carers. The period of bereavement is a difficult time. Sorrow and grief are very painful and there is no right or wrong way to grieve. Some people need a little help coming to terms with their loss.

We have an open referral system and trained counsellors available to help. Appointments usually last around an hour with approximately 4-6 sessions offered to each patient.

Child Support

A diagnosis of life limiting illness or death within the family can be very distressing and upsetting for a child.

Every child will react very differently, some may cope well, and some may not. We offer a Child Support service to those who need help coming to terms with their situation. This service, led by skilled Counsellors, is available at a mutually agreeable place, which might be at school, in the home, or at the Hospice.

Education/Help is also available for other Teachers/Healthcare professionals who may be involved.

Parental consent is sought for children under 16 years old

All personal information is confidential, your privacy and dignity are closely protected.

Consent is sought before any treatment or therapy is provided.

Additional to this printed version of the guide, information is also available on audiotape and is translated into several languages.



Questions & Answers

Q: How can I access the Hospice services?

A: Referrals can be made by a GP, district nurse or specialist nurse. Self referral is also an option – simply contact our Nursing Team on 01706 253633.

Q: Does it matter where I live?

A: All of our services are available to adults over the age of 18 who reside in Rossendale. We provide services equally to people of any ethnic origin, religion, sexual orientation or background and will do our very best to meet individual requirements

Q: Can I Come and Take a Look Around?

A: You may feel more comfortable coming to look around our lovely premises beforehand – we are confident you will be surprised by how homely and welcoming the Hospice is, not at all like a Hospital or clinic. Simply contact our Nursing Team on 01706 253633.

Q: How would I get to the Hospice?

A: If transport is a problem, we can arrange transport to and from the Hospice.

Q: Do you only care for people with Cancer?

A: No - we are able to support people with a range of illnesses and complications arising from them. Please contact us for details.

Q: What happens if I am unable to come one week?

A: We appreciate that some days it may be difficult for you to come along. All we ask is that you let us know, where possible, in advance.

Q: What happens if I suddenly become unwell whilst at the Hospice?

A: Trained nursing staff are always on duty. They will ensure that appropriate treatment is given if you are taken ill and will also liaise with other professionals if additional help is required.

Q: Do I have to pay for the Hospice services?

A: The vast majority of our services funded by the charity are free of charge.



How 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.

A complaint may be verbal or written. We log the complaint and aim to deal with it professionally and as quickly as possible.

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 / Registered Manager Rossendale Hospice. The details can be found on the back of this brochure.

We hope this booklet has been useful and has answered some of the questions you may have about how we can help. However if you need any further information, please do not hesitate to contact us.

Comments/Suggestions

The Hospice conducts an Annual Patient Survey which allows those using the service to offer their comments and suggestions.

By communicating your views you can help us to continually improve our service.

We therefore welcome your comments and suggestions about our service and this guide, which is reviewed annually.

A copy of the report compiled from our annual Patient Survey is available in reception.

The Hospice has a User Involvement Group. If you would like to be involved and share your views and ideas, please contact Susan Holmes on 01706 253633.



Additional Information

The Hospice is a registered charity (1008228) and also a company limited by guarantee (2655764). We receive only a small proportion of funding to run our services from statutory sources, like the NHS or Social Services, and so have to rely on generous donations from groups and individuals in Rossendale to make up the balance.

A copy of our Mission Statement and our Aims and Objectives are on display at the Hospice and you may obtain a copy of our Statement of Purpose upon request.

The Hospice is governed by a Board of Trustees, led by a Chairman, and the management of services is delegated to the CEO and her staff. A full list of current staff and their relevant qualifications is available within the Statement of Purpose.

As an independent health care provider the Hospice is obliged under the Health and Social Care Act 2008 to register with the Care Quality Commission and to comply with the regulations as laid out in the Essential Standards of Quality and Safety, as governed by the Department of Health.

The regulations require that key appointments are made. The Board, as the Service Provider, has appointed the Chairman to be the Responsible Individual and the CEO to be the Registered Manager. Together they make sure that the Hospice maintains high standards of care for all our patients.

Copies of patient satisfaction surveys and audits are available upon request. A copy of the most recent Care Quality Commission inspection is available upon request or can be obtained from

Care Quality Commission
National Customer Service
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA
Tel: 03000 616161
Fax: 03000 616171

Alternatively, copies may be downloaded from the Care Quality Commission website: www.cqc.org.uk

