

# Introduction to Hospiscare Services

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*Information for patients and  
carers.*



# Introduction to Hospiscare

## Aims of the service

Hospiscare is a local, independent charity. We provide high quality care and support to people with a progressive life-limiting illness, and those close to them in Exeter, Mid and East Devon.

You can be visited in your own home, community hospital, and residential or nursing homes by the specialist community team. You may benefit from a referral to our day services in Exeter, Tiverton or Honiton. If you have symptoms that are difficult to manage, you may require referral to the hospice, Searle House, in Exeter as an outpatient or in patient. There is also a specialist palliative care team at the Royal Devon and Exeter Hospital, detailed below.

For patients registered with a Seaton GP, there is a Hospiscare@Home service.

We will help you find ways of coping with your situation and living life to the full. All Hospiscare staff will help patients and their families talk about their wishes and preferences towards the end of life.

## Hospiscare specialist nurses in the community

Our teams of nurses and assistant practitioners offer support and advice every day of the year. A telephone advice line is available outside of normal working hours so that you can access our specialist help 24 hours a day. The Hospiscare community team will give you a card with contact details.

The team work very closely and communicate with your GP for medical care, district nursing team for nursing

needs and other health and social care teams as appropriate.

The Hospiscare team, including the specialist doctors, use their expert knowledge to help with symptom control and can advise on your medication in complex situations.

The team also offer emotional and psychological support to you and your carers.

Money worries are common. The team can give basic advice on the benefits you may be entitled to and refer to other agencies for help where necessary.

The Hospiscare nurses often provide education and training to colleagues outside of the organisation.

Referrals to other services, following assessment of patient needs are based on local policies and national guidelines.

## Other Hospiscare services

### **The hospital specialist palliative care team**

Should you be admitted to the Royal Devon and Exeter Hospital, you may be referred to the Hospiscare team based there. Hospiscare works closely with the Royal Devon and Exeter NHS Foundation Trust, providing specialist nurses and doctors at the hospital, who work closely with the medical team looking after you on the ward.

If the hospital doctors or nurses feel that the Hospiscare team would be of benefit to you, they will ask your permission to make a referral. If you are already known to Hospiscare you will not automatically be seen by the hospital based Hospiscare team, unless the ward team feel that there is a need for our specialist advice. If you or your family feel that it would be helpful to meet the hospital specialist palliative care team, please discuss this directly with your ward doctor or nurse.

## **Inpatients at our Exeter hospice, Searle House**

The hospice in Exeter has 12 beds: three single rooms, a male and female ward with four beds in each, and a two-bed family room, so that a relative may stay with a patient. You may stay at the hospice to receive specialist nursing, medical treatment and care for complex needs.

We have a chaplain and other multi-disciplinary workers in our team. Admission can be discussed with your Hospiscare specialist nurse, your doctor or sometimes a senior district nurse. Each request is considered carefully and we do not operate a waiting list, but, if a bed is available, priority is given to those in most need. The hospice is not a long term care unit, and on average people stay in the unit for about nine days. If you remain too unwell to return to your place of choice the team will help you consider your options and will work with you to make all the necessary plans. The team will do their very best to accommodate you and the needs of your family, please ask if you would like more information.

## **Day services**

Hospiscare has three centres providing day services with specialist nursing care, carer respite, support, and a range of therapies, such as massage, nail care and crafts. People also find mutual support and friendship through sharing experiences with others.

Referral to Hospiscare day services is sometimes recommended by your doctor or district nurse and acted upon by your hospice community or hospital team. Once a referral has been made you will be contacted by the day services team and invited to visit the centre to meet a member of staff, or they can visit you at home if needed. The day services team will assess your needs and plan with you and your family when you will attend.

This will be reviewed after 12 weeks. If you wish to know more about our day services please ask.

## **Trained volunteers**

Volunteers are trained by Hospiscare and can help with some practical and social needs. These can include companionship, driving, chaplaincy and bereavement support or complementary therapies. Other light practical tasks such as shopping, collecting prescriptions and occasional outings can also be arranged. For more information, please talk to your nurse or a member of the Hospiscare team who will be pleased to advise you.

## **Supportive care team**

### **Complementary therapy**

Hospiscare offers free complementary therapies to patients and their carers to aid relaxation and to assist with symptom control. Therapies available include: massage, aromatherapy, Indian head massage, reiki, hypnotherapy and reflexology. Therapies are available in the hospice, in the day centres and you can attend as an outpatient. In exceptional circumstances therapies are provided in the home for housebound patients.

### **Discharge**

The discharge facilitator provides personal care management in the hospice, coordinates ongoing care arrangements on discharge from the hospice such as care home placements, equipment loans and packages of care at home. The supportive care team may also provide psychosocial support or can make the appropriate referral for financial assessments for benefits, rehousing of patients, grants, and carer support as appropriate.

## **Bereavement**

The bereavement team provides ongoing support to families, carers and friends after a bereavement. The team will make contact about six weeks after a bereavement. Contact is made by volunteers who are trained by Hospiscare. They offer ongoing bereavement support as required. If specialised pre-bereavement support for adults or children is needed, the team may refer you to another agency as appropriate.

## **Chaplain**

The hospice has a chaplain who offers spiritual or religious support to you and your relatives, regardless of religious belief. Referrals are generally made on your behalf, when the need for spiritual and psychological support is identified. The Chaplain is happy to discuss the planning and content of funerals, and make contact with local faith groups if requested. Home visits can also be offered.

## **Carer support**

Hospiscare offers information and advice to support those caring for you, as well as monthly support groups. The groups provide an opportunity for carers to have time out to meet and talk with others in a similar situation, to listen to expert speakers and, if they wish, they can try complementary therapies. We can provide transport and someone to sit with you whilst they are away. Please ask your community nurse about your nearest carer support group.

## Hospiscare's values

Because we value dying as an important part of living, and believe that every day matters to people approaching the end of their lives, we:

- Put the needs of patients and those close to them at the centre of what we do
- Respect everyone's contribution to our service and work cooperatively in teams
- Are sensitive, honest and clear in all our communications
- Act fairly according to the needs of our patients, staff and volunteers
- Provide timely and accessible services, and help others to do so
- Make the best use of our resources

## Access to Hospiscare health records

Records are subject to the Data Protection Act 1998, and are held on a computerised data base. You, or a representative authorised on your behalf, are entitled to make a request for access to your health records. We are required to keep your medical records, or a copy, for eight years after your period with us and then they will be confidentially destroyed.

# Hospiscare is a charity

If you live in Exeter, Mid or East Devon, Hospiscare is your local adult hospice charity. Should you or a loved one need care for any type of terminal illness, our professional team of doctors and nurses are here to help. If you would like to make a contribution towards the charity, please visit the website to donate [www.hospiscare.co.uk](http://www.hospiscare.co.uk) or contact us on 01392 688020. Thank you.

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## Tell us about your experience of Hospiscare

Hospiscare welcomes feedback, compliments and complaints and we use them to develop our staff and services.

We know the majority of people have a positive experience, but encourage all your feedback, positive or negative. We investigate complaints thoroughly and treat them as an opportunity to learn and improve our practice.

To tell us about your experience of Hospiscare please contact:

Director of Care

Hospiscare, Searle House, Dryden Road, Exeter EX2 5JJ

Phone: 01392 688000

Should you make a complaint, we will send you a letter or email with details of any investigation with an expected timescale where possible. If you wish to see a copy of Hospiscare's Complaints Policy please ask. If you are dissatisfied with our response you can contact:

### **The Parliamentary and Health Service Ombudsman**

Millbank Tower, Millbank, London SW1P 4QP

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Customer Helpline Tel: 0345 015 4033

***Let us know if you would like the information in this leaflet in a different format; for example in large print or spoken word.***

Hospiscare is registered by: Care Quality Commission, Finsbury Tower, 103-105 Bunhill Row, LONDON EC1Y 8TG [www.cqc.org.uk](http://www.cqc.org.uk)

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[www.hospiscare.co.uk](http://www.hospiscare.co.uk)

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**Hospiscare**  
Caring in the heart of Devon