

# Introduction to Hospiscare Services

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*Information for patients and carers.*

**Because every day matters**  
[www.hospiscare.co.uk](http://www.hospiscare.co.uk)

*Registered charity no. 297798*



**Hospiscare**  
Caring in the heart of Devon

# 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.

We have a range of support services that may be beneficial to you:

- You can be visited in your own home, community hospital, and residential or nursing homes by the specialist community teams.
- You may benefit from a referral to our day hospices in Exeter, Honiton or Tiverton.
- If you have symptoms that are difficult to manage, you may require referral to Searle House in Exeter, either as an outpatient or inpatient.
- Our doctors also review patients who are admitted to the Royal Devon & Exeter Hospital (RD&E).

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.

## What services do we offer?

### Hospiscare Community Nurse Specialists

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.

When you are referred to our service, a specialist nurse will contact you to either invite you to our outpatient clinic, or arrange to visit you at home, depending on your circumstances.

The Hospiscare team, including our specialist doctors, will assess your needs using an holistic approach, which includes discussing with you any physical, emotional, spiritual or social issues. For example, they use their expert knowledge to help with symptom control and can advise on your medication in complex situations.

The nurses are there to support you, and those that are important to you and involved in your care.

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 team will refer you to other hospice or health and social care services according to your needs or wishes.

As well as providing support to patients and those important to them, our specialist nurses also provide education and training to colleagues and students outside of our organisation. In addition, they continually review the care you receive to ensure it is of the highest standard.

### **Support for you if you are admitted to the RD&E**

Should you be admitted to the RD&E, you may be referred to the Hospiscare doctors, 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 our doctors 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.

## Hospiscare@Home

Working alongside some of our Community Nurse Specialists teams is our Hospiscare@Home service. This team offers hands on nursing care when required, day or night, supporting patients who wish to stay at home at the end of their lives. We hope to expand this service to be available in all areas within the next few years.

## 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 be admitted to receive specialist nursing, medical treatment and care for complex needs.

Admission can be discussed with your Hospiscare specialist nurse, your GP or hospital doctor. Each request is considered carefully and we do not operate a waiting list. 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 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. If we are not getting something right for you, please tell us.

## 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.

## The Supportive Care Services

### **Day hospices**

Hospiscare has three day hospices in Exeter, Honiton and Tiverton. These centres are nurse-led and offer people with life-limiting conditions support closer to home.

Referral to a day hospice is sometimes recommended by your GP or Hospiscare nurse and is acted upon by the Hospiscare Community Team. Once the referral has been received you will be contacted within two working days and offered an assessment. The assessment will take place at your local day hospice, giving you the opportunity to visit prior to attending.

At this assessment you will be asked about what is important to you, so that our input can be tailored to meet your priorities, goals and needs. This may include participating in an exercise or relaxation group, joining in our art and crafts programme, experiencing complementary therapies, or accessing the support and expertise of nurses at specialist clinics. We have a range of provisions including patient and carer groups, a film club and the Every Day Matters Café.

### **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, reflexology, Reiki and relaxation. 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 and their carer.

## **Bereavement**

Our bereavement service is there to support you when someone dies. The service consists of trained bereavement volunteers who may support you with contact by phone or within various group settings. There is also a range of other support available, including groups and social events. If specialised pre-bereavement support for adults or children is needed, the team may refer you to another agency as appropriate.

## **Chaplaincy**

The hospice has a Chaplaincy team, who offer spiritual and psychological support to you and your relatives, regardless of religious belief. The Chaplain is happy to discuss the planning and content of funerals, and make contact with local faith groups, if requested.

## **Carer support**

Hospiscare offers information and advice to support those caring for you, as well as monthly support groups in some areas. 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 to share experiences. 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 2018 and the General Data Protection Regulation (2018), and are held on a computerised database. You, or a representative authorised on your behalf, are entitled to make a request for access to your health records, please see our website for the relevant form.

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. A gift to Hospiscare in your Will helps to ensure the future of the charity in Devon for years to come.

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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, 151 Buckingham Palace Road, LONDON SW1W 9SZ [www.cqc.org.uk](http://www.cqc.org.uk)

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