

# Seaton Friends Hospiscare @ Home Team

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*Nursing at home for patients in  
Seaton.*

**Because every day matters**

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



**Seaton & District Hospital**  
**League of Friends**



**Hospiscare**  
Caring in the heart of Devon

# Seaton Friends Hospiscare @ Home Team

**To contact the Seaton team between 8.30-7pm**

**Tel: 01297 626800**

**For advice and support between 7pm – 8am**

**Tel: 01392 688044**

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## For patients

### Aims of the service

Our team in Seaton aims to provide you with:

- Expert nursing care, as an adult registered with a Seaton GP who wishes to remain at home at the end of life
- Access to end of life nursing expertise, advice and support 24 hours a day, 365 days a year
- Expertise, advice and support for end of life care needs to your carers and family.

### How is the service provided?

There is a nurse on duty during the day between the hours of 8.30am and 7pm. The nurse can be contacted via 01297 626800. Messages will be checked regularly, so please leave clear information and your contact details.

At night between the hours of 7pm and 8am your call will be answered in the Hospiscare inpatient unit who will ask about the problem and request relevant contact details. The Hospiscare inpatient unit nurse or the clinical nurse specialist on call will often be able to provide the help and advice needed over the phone. When necessary the Seaton Friends Hospiscare @ Home nurse on duty will visit at night.

## How is the service funded?

The service is free but it is provided by Hospiscare and funded by Seaton Hospital League of Friends.

Hospiscare and Seaton Hospital League of Friends are both local charities who rely on your support and donations to operate.

The service is not part of the NHS but works in partnership with the NHS and social services i.e. your local GP, district nurses and social carers.

Hospiscare is responsible for service provision including the Seaton Friends Hospiscare @ Home Team nursing team. If you have any questions, compliments or complaints regarding the service please contact, Mary Ashby, the team leader on 01297 626800.

If you would rather speak to a senior manager please contact Liz Gibbons, Hospiscare's director of nursing on 01392 688000 or write to her at Hospiscare, Searle House, Dryden Road, Exeter, EX2 5JJ.

## For healthcare professionals

### Who might need our help?

- A person who is in the final months or weeks of life and would like to be cared for at home
- A person whose condition has deteriorated and is unstable and requires end of life expertise and support
- A person who requires end of life care expertise to assist in managing their symptoms
- A person who is dying and would like to be cared for at home
- A family or carers of a person with an end of life illness who require support and advice.

## How to refer to the service

The Seaton Friends Hospiscare @ Home Team are based at Seaton and Colyton Medical Practice, 148, Harepath Road, Seaton. EX12 2DU. Our phone number is: 01297 626800.

A doctor, nurse or other professional who knows the person well must complete a Hospiscare referral form. The referral must then be faxed to 01392 495981.

- If the referral requires urgent attention or you wish to discuss the referral with the team please phone 01297 626800
- A routine referral will normally be actioned within 3 working days and an urgent referral 1 – 2 working days.

## Further information

### Hospiscare services

Hospiscare is a local charity that delivers and develops adult end of life care across Exeter, Mid and East Devon. The Seaton service is just one of 11 Hospiscare community outreach offices operating in 5 community clusters across the Eastern locality.

Hospiscare also provides multi-disciplinary expertise and advice regarding, physical, emotional, social and spiritual issues in:

- The Royal Devon and Exeter Hospital
- Community hospitals
- Our 3 day centres in Exeter, Tiverton and Honiton
- Searle House hospice in Exeter
- Care homes.

## Hospiscare's values

We believe:

- That dying is an important part of living
- In respect for the individual
- In balance in life to achieve wellbeing.

How we behave:

- We put the needs of patients, and those close to them, at the centre of all we do
- We provide timely and accessible services
- We make best use of the resources given to us by the community
- We act fairly according to the needs of patients and our staff, both paid and voluntary
- We are sensitive, honest and clear in all our communications
- We work in teams, co-operating with colleagues internally and externally.

## How you can help Hospiscare

There are lots of ways you can help Hospiscare:

- Make a donation
- Leave Hospiscare a gift in your will
- Join us for a Hospiscare event or organise your own
- Support our charity shops by buying or giving us your unwanted items to sell
- Use our House Clearance services
- Play our Weekly Prize Draw
- Become a volunteer.

*To find out more please visit [www.hospiscare.co.uk](http://www.hospiscare.co.uk) or call us on 01392 688000 for more details. Thank you for your support.*



## Seaton & District Hospital League of Friends

### Seaton & District Hospital League of Friends

Seaton & District Hospital League of Friends was formed in 1984 to raise money for a hospital in Seaton. Since then it has become a well-known and much respected part of local life, working with the hospital and other organisations to offer help and support to the sick and vulnerable in our community.

Its aims are to:

- Raise funds to supply much needed equipment for the hospital
- Support the hospital by providing comforts for the patients, for example a kiosk
- Provide volunteers to assist in the hospital including on the wards, in clinics and in the gardens
- Provide support and financial help to various community groups
- Provide volunteers to befriend lonely or isolated local people
- Raise funds and provide a service by running a charity shop.

We also provide financial support to the wonderful group of nurses previously called the Home Nursing Service now restructured, in association with Hospiscare, and renamed as Seaton Friends Hospiscare @ Home. This service relies on the Seaton & District Hospital League of Friends for its funding.

### How you can help us

**Make a charitable donation** to the Seaton & District Hospital League of Friends and Gift Aid it, if appropriate, to make it go further. To support our new nursing service, cheques should be made payable to Seaton Friends Hospiscare @ Home.

**Leave a gift to us in your will** (as many have done) which can make a massive difference to the care we can provide in the community. It may even, in certain circumstances, reduce the Inheritance Tax on your estate. Your solicitor or other professional advisor can help you include such a gift in your will in the correct way to ensure your wishes are followed.

**Support the League's charity shop** in Seaton either as a customer or by donating your unwanted clothes, bric-a-brac, books etc.

**Support the League's fundraising events** e.g. Fayres, coffee mornings, or hold your own event.

**Become a volunteer** by giving a few hours of your time. We have opportunities in the hospital, in the befriending service and in the charity shop.

## How you can contact us

To help Seaton & District Hospital League of Friends fund Seaton Friends Hospiscare @ Home please contact:

The League Manager, Lycia Moore,

By telephoning 01297 20143

By emailing [seatonlof@nhs.net](mailto:seatonlof@nhs.net)

or by writing to Seaton & District Hospital League of Friends,  
Seaton & District Community Hospital, Valley View, Seaton,  
Devon EX12 2UU.

*Seaton & District Hospital LOF is a registered charity, number 1146357.*

## Hospiscare is a charity

Hospiscare is a local charity. It costs over £6 million to run Hospiscare each year. The majority of our funding comes from our local community, who raise funds in all manner of ways. We are proud that we spend 88p of every £1 raised on patient services. Our services are free of charge to everyone in the area who needs them. If you would like to make a contribution towards the charity, please let us know.

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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 we don't always get things right and that you may wish to complain about our service. We investigate complaints thoroughly and treat them as an opportunity to learn and improve our practice.

To make a complaint please contact:

Liz Gibbons, Director of Nursing

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

Phone: 01392 688000

After we receive your 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 to your complaint 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)

LG 06/2017 Version 1

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

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Registered charity no. 297798

