



Heart2Heart

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Helping you live with heart failure



In partnership with

Royal Devon and Exeter **NHS**
NHS Foundation Trust

Because every day matters
www.hospiscare.co.uk

Registered charity no: 297798



Hospiscare
Caring in the heart of Devon

What is Heart2Heart?

Heart2Heart is a collaboration of specialist heart nurses and doctors, and the team from Hospiscare, offering support and advice to patients and their carers over a five session programme. The session participants are patients and carers who come together to learn from each other through chatting in a social setting.

Why would joining Heart2Heart help me?

We understand that when you are diagnosed with heart failure it can be a very difficult diagnosis to hear and you may be left with lots of questions around your illness, its treatment, the future and how to support those that are important to you. Often people want hints and tips from others that are going through the same thing.

What happens at the sessions?

At each session there will be set topics to discuss and there are always both heart failure nurses and Hospiscare nurses involved to support conversations. There is also a complementary therapist available to offer massage and relaxation therapies, if you so wish.

Where and when are the sessions held?

The sessions are held at Searle House Day Hospice on Dryden Road, Exeter. They run on alternate weeks starting with a welcome session, where you can learn the benefits of attending from other patients and meet the staff who would be supporting the group.

Session 1

Welcome and get to know the team.
What other patients have thought of the group and how we can help - all over coffee and cake.

Session 2

What is heart failure and what are the treatments.

Session 3

Living with heart failure.
We discuss the practical tips and hints that can support living with heart failure. Speakers to include dietician and occupational therapist

Session 4

Ups and downs of heart failure.

Session 5

Planning for the future.

All sessions include the offer of a complementary therapy appointment and end with relaxation.

To find out when the next sessions begin and to reserve your place, please talk to your heart failure nurse or call 01392 688008.

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 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.

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

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

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