

Information
for patients
and those
important to
them



Hospice Care at Home

A Fast Track approach to bringing care into your home

What is Hospice Care at Home?

This is a new service for those people who are identified as being in their last weeks/ days of life, want to be at home and need support with care needs.

All people assessed and accepted on to the service will be supported with a maximum of four care visits per day by two Home Care Assistants and be based on individual need.

Care will be delivered through this 12 week service between the hours of 7.30am – 10.30pm seven days a week.

The service is for people who:

- Have been assessed by a healthcare professional to be in their last weeks or days of life
- Live in the Furness and South Lakes area
- Are over the age of 18
- Have chosen to die at home

Telephone: 01229 580305

www.stmaryshospice.org.uk

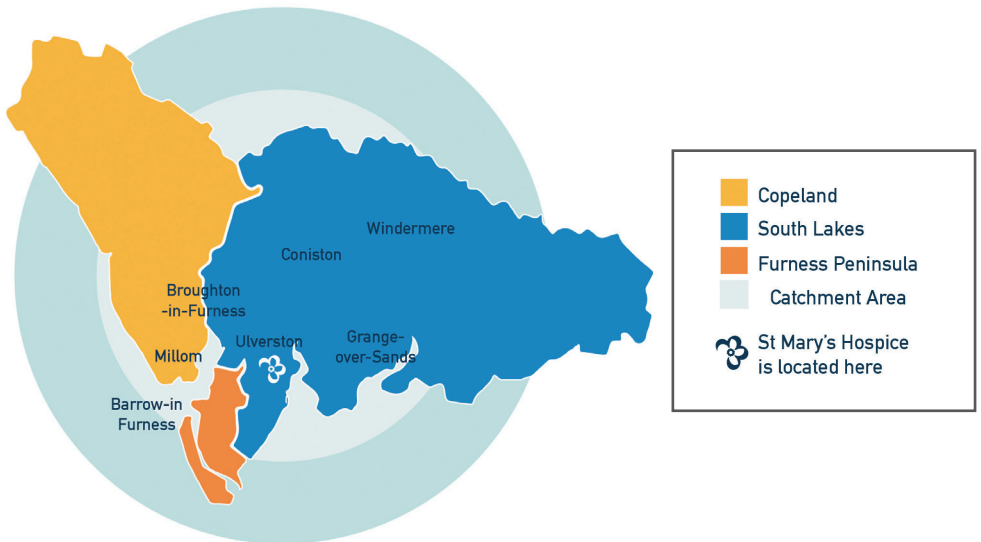
Registered Charity Number: 517738



“My husband was given the best treatment, from start to sadly the end. The nurses were lovely with us, offering support and compassion on every visit.”

Hospice Care at Home

Choice is really important at the end of life. Many people want to be cared for in their own home and our Hospice Care at Home service makes that possible by providing care and support to you and those important to you. Our service covers across the South Lakes, Furness and Millom areas.



The hospice offers many services free of charge to its community across its catchment area from: Millom to Furness Peninsula across South Lakes including Windermere, Ambleside and Coniston.

“The service provided was really special and caring. My mother was able to spend the remaining time of her life in her home amongst her family rather than in hospital”



Who will provide my care?

In our team we have an Integrated Team Sister, a team of Home Care assistants and Health Care Assistant Co-ordinators. All of our team are experienced in palliative/end of life care and have received training delivered by St Mary's Hospice.

Who is this service for?

This service is for adults in the last weeks and days of life, who wish to be at home.

What can the service do?

Hospice care at home is a reliable personal service that will meet the needs of the individual based on a plan of care that is agreed by the patient and Integrated Team sister. All aspects of personal care will be supported along with any practical needs, including helping with eating and drinking, the preparation of simple meals and drinks. Our home care assistants will also be on hand to help with the more practical of tasks such as emptying bins, washing dishes and cleaning of surfaces. They will also assist with the collection of medications and essential shopping.

How can I be referred to Hospice Care at Home?

Your Community/District Nurse, Specialist Nurse or other healthcare professional involved in your care can make a referral on your behalf.

Once a referral has been received, a nurse will visit you and your family to discuss your needs. With your consent we will have a discussion with other health care professionals involved in your care. We will then develop and agree a plan with you to deliver the support you need.

At week 4 you will have a visit from the Integrated Team sister who will review your care needs and ensure they are still meeting the support that you and those important to you require. You will receive a further visit from the Integrated Team sister at week 7 who will again review your care requirements. Hospice Care at Home is a service that will provide support for up to 12 weeks, if after this period you are still requiring care input, this will be co-ordinated by your district nurse who will be involved in your care and support throughout.

“It’s really reassuring to have such professional care and that it’s not just me who is responsible my partner’s care.”

Information

All Hospice Care at Home staff carry staff Identity badges and a mobile phone. If there is no mobile signal they may need to use your landline. If you call us and we don’t answer, please leave a message and one of the team will call you at the earliest opportunity.

St Mary’s operates a no smoking policy. While we appreciate that we are a guest in your home, we would ask that you refrain from smoking while staff are present.

We thank you for your understanding.

If you have any suggestions on how we could improve our service please contact Lauren McKenny, Integrated Team Sister or Rosie Clear, Head of Clinical Services.

If you wish to make a complaint please put this in writing to Val Stangoe, Chief Executive Officer at the address below.

“For me, St Mary’s it’s not just about the end of life it’s living the best of life while you can.”



St Mary's Hospice
Ford Park Crescent, Ulverston LA12 7JP.
01229 580305

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