Saint Francis Hospice

Caring for you

Hospice at Home

Information leaflet



Who are we?

If you would like to be supported in the comfort of your own home or a care home, our Hospice at Home team will be there for you. You will receive the same standard of personalised palliative care you'd receive in the Hospice ward.



What do we do?

The service is designed to offer support to those individuals in their last few weeks of life. Working alongside your District Nursing team. The support given will be dependent on individual need.

The district nurse will be your main contact or 'key worker' and the Hospice at Home team will work alongside them and any other healthcare professionals involved in your care. We are an additional service and do not replace any services you are already receiving.

Allocation of care is decided on an hourly basis and individual's are prioritised according to their clinical need and support requirement at that time.

The team will review the level of support required at each visit and reassessment of support will occur at approximately six weekly intervals.

Should your condition remain stable, Hospice @ Home will discuss withdrawing the service. Support will be provided according to specialist palliative care need. Continuing care will be managed by your key worker. Hospice at Home can be contacted again and a re-referral made at any time, if appropriate.

Assessment, phone call and first visit

Following a referral to the Hospice at Home service the Co-ordinator will telephone you to arrange a visit and explain the implementation of the service.

On their first visit a member of the Hospice at Home team will assess your needs and discuss how we might be able to support.

The Hospice at Home team works in a holistic way and will liaise with your District Nurse, any other healthcare professionals involved in your care and other members of the multidisciplinary team at the hospice to help ensure your needs are met.

You can contact the team on

01708 758603
9am – 5pm, 7 days a week

Outside of these hours contact can be made via your district nurse.

If you have any questions or would like to discuss anything about the service please contact us on the above number.

About Saint Francis Hospice

Saint Francis Hospice, rated outstanding by the CQC, is an expert in providing care for people in our community with palliative and end of life care needs.

We provide support and care for any person from any faith or cultural background diagnosed with a serious life-limiting illness and living in Havering, Barking and Dagenham, Redbridge, Brentwood or parts of West Essex. Saint Francis Hospice has been offering expert, compassionate advice and support for over 40 years.

Confidentiality

At Saint Francis Hospice we are committed to upholding your rights to confidentiality and protecting your privacy. We will treat your information with respect. Keep it secure and comply with the requirements of the Data Protection Act 2018 including GDPR. Our privacy notice is available on request or by visiting our website www.sfh.org.uk

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