



# **A guide to the support available from Saint Francis Hospice**

Information for patients, families and carers



## Welcome to Saint Francis Hospice

We welcome all people at Saint Francis Hospice regardless of race, age, gender, sexual orientation, faith and belief or disability, who have been diagnosed with a serious illness, who are living in Havering, Brentwood, Barking and Dagenham, Redbridge or West Essex.

Our people are at the heart of what we do. We are the nurses, therapists and doctors helping and caring for people, offering experienced, compassionate advice and support.

Together, we are Saint Francis Hospice. Here for you.

## Everyone is welcome

We believe that everyone has the right to be the person they are, to live without fear or prejudice.

We believe that our hospice is a better place to receive care, to work and volunteer when we all feel included, respected and welcomed.

We value the strength that comes with difference and the positive contribution that diversity and neurodiversity bring to our community.

We are committed to inclusivity and our approach is rooted in our Vision, Mission and Values.



## Our Organisational values

These values underpin all that our charity aspires to be and shape our behaviour. Together we are:



**Supportive** - We listen to people and value peoples' experiences and use them to give the personal support that is right for everyone.



**Compassionate** - We are kind and provide a caring and compassionate environment for everyone. We put people at the heart of our actions and words and support people's choices and decisions, helping them feel safe, secure and valued.



**Inclusive and Respectful** - We are open and transparent and value each person's individuality. We respect everyone and value diversity. We believe our different experiences and knowledge make us stronger. Together we achieve more.



**Professional** - We are experienced in what we do as a hospice and as a charity. We encourage everyone to give of their best, in providing the appropriate care and expertise to those who need us and support us.



**Always Learning** - We are open and outward looking, always ready to adapt and change, looking for better ways of doing things, by learning from each other and from the ever changing world around us.

## The Hospice Ward

The main Hospice building is located in Havering-atte-Bower. On site, there is our Ward that can accommodate 18 people at any one time. The Ward is staffed 24 hours a day, seven days a week.

Many people are admitted for a 1 to 2-week stay at the Hospice so that we can help to manage symptoms – we help get their symptoms under control before discharging back home or to longer term accommodation. For some people, the Hospice is where they choose as their preferred place of care in the last few days of life. As a team, we strive to provide specialist palliative care which is holistic and individualised, and that extends to the support needs of family members and loved ones.

On the ward, people are looked after by nurses and health care assistants as well as doctors and consultants. The care they provide is supported by a range of specialists who are able to provide emotional and physical support as needed. All of our rooms are bright and airy, and look out on to our beautiful gardens. Those staying on the ward will have access (as required) to:

- ♥ Control for pain relief
- ♥ Management of medication
- ♥ Physiotherapy, complementary therapy, occupational therapy
- ♥ Family support teams services, which includes social workers, therapists, chaplains and bereavement counsellors
- ♥ Private space, including overnight accommodation for families, carers and friends
- ♥ Further facilities for visitors, including a lounge area and a games room for young people
- ♥ Forward planning for discharge.

### COVID-19

**In unprecedented times such as the coronavirus pandemic, we will follow the national and local guidelines at the time, to ensure that the safety of staff, patients, families, carers and friends are maintained on the Ward at all times.**



## Pemberton Place

Pemberton Place, located in the main Hospice building, is a spacious area where support for people at any stage of their life limiting illness can be found. We offer therapeutic groups and outpatient services from the multi-disciplinary team helping those who attend to live well with their condition.

All referrals to the services held within Pemberton Place must come from a healthcare professional involved in the patients care, for example GP, District Nurse, Clinical Nurse Specialist, Consultant or our own multi-disciplinary team. Our aim is to support those that attend to feel more independent and to give practical and helpful advice to achieve this.

### Here's an overview of the kind of support that can be found in Pemberton Place:

- ♥ Specialist palliative care
- ♥ Family support services
- ♥ Therapies including complementary therapy, occupational therapy and physiotherapy
- ♥ Pastoral and spiritual care
- ♥ A range of specific symptom management groups including breathlessness, movement and exercise, creative therapy and creative writing

Attending Pemberton Place is a great opportunity to access mutual support, practical help and advice, alongside others in similar life-limiting situations.

**In times of a pandemic, such as COVID-19, some of our services may be postponed or available virtually online. Please call 01708 753319 for information.**



## Hospice at Home

Around 85% of the care we provide is out in the community, visiting people in their own homes. Our Hospice at Home service is delivered by senior staff nurses and health care assistants to those who have expressed a wish to die at home. We know that the responsibility and emotional demands of looking after someone with a life-limiting illness at home can be overwhelming, so we are here to support both the patient and their family and/or carer.

### Our nurses will:

- ♥ Assess each person's individual needs and carry out ongoing reviews
- ♥ Ensure those under their care are given the same standard of palliative care that they would receive if they were staying on the ward in the main Hospice building
- ♥ Provide care at home in two to four-hour sessions which can run consecutively to support people in crisis who need extra support in the community.

Working alongside other healthcare professionals, we can arrange additional services to ensure that medical, emotional and spiritual needs are met in the setting of each individual's choice, such as Physiotherapy, Complementary Therapy, Family Support or Pastoral Care.



## Physiotherapy

Our physiotherapists help people in our care to achieve as much comfort, and retain as much dignity and independence as possible in their every day life.

**Working with families and carers, our physiotherapists offer advice, guidance and a professional perspective. Our physios can help with:**

- ♥ Mobility problems
- ♥ Joint stiffness
- ♥ Breathing difficulties
- ♥ Pain
- ♥ Swollen limbs
- ♥ Relaxation.



## Occupational Therapy

Our occupational therapists will address immediate needs to help people in our care get the most out of everyday life, live comfortably at home and enjoy the things they used to do. Physical help is often the first requirement and, with adaptations in their home or by loaning of specialist equipment, we will help patients gain independence and improvements in their quality of life. We support people at home and those on our Ward who are returning home.

## Creative Therapy

Creative therapy provides people with a chance to discover new skills, can offer relaxation, allow time for reflection, and gives the opportunity to create treasured keepsakes. Various activities are delivered to encourage a sense of accomplishment and satisfaction.

## Complementary Therapy

Complementary therapies work alongside current medication or treatments for physical and psychological symptom management. Complementary therapies can provide relaxation, peace and relief from symptoms enabling those who receive them to deal with day-to-day life, despite having a life-limiting condition.

We provide a range of complementary therapies on site at the Hospice for those staying on the ward, those attending as outpatients and also home visits for community patients unable to get to the Hospice. We're able to provide aromatherapy, massage, reflexology and Reiki in four initial treatment appointments, with regular assessment.

For carers, we also offer complementary therapy sessions as part of our commitment to providing a safe, non-clinical area for people to escape the demands of illness.

To arrange any of these treatments, consult those involved in your care.



## Specialist Community and Crisis Support (SCCS)

The clinical specialist palliative care team work in the community to provide the best end of life care to people in the comfort of their own home or care home. They are experts in symptom control so can help to make people more comfortable. They also offer a Specialist Advice Line, a 24/7 telephone support service for those who need immediate attention or support with a crisis - for example, a flare up of symptoms or pain.

### **Working closely with other healthcare professionals, our team provides:**

- ♥ Comprehensive telephone assessments
- ♥ Consultancy visits at home to meet people and assess individual needs
- ♥ Advice regarding complex symptom management and medication
- ♥ Home visits where appropriate
- ♥ Support and advice to other health care professionals
- ♥ Outpatient nurse-led clinics at the Hospice and planned outreach sessions in the community
- ♥ Education in palliative care to health professionals.

The number to call for this service is **01708 758643**.

## Family Support Services

A multi-professional team of social workers, therapists, chaplains, and volunteer bereavement counsellors supporting those under our care cope with the impact of their illness. Support services are also available for relatives, friends, and carers, including children and young people. Advice, guidance, practical and emotional support is provided in various ways:

- ♥ Liaising with agencies e.g. G.Ps, employers, schools, local authorities
- ♥ Telephone advice to external agencies to support loss and bereavement
- ♥ Providing information on grants, benefits and financial support
- ♥ Support for carers
- ♥ Counselling and psychological support
- ♥ Bereavement counselling
- ♥ Counselling support for children and young people pre and post bereavement
- ♥ Support groups including bereavement groups, walking and creative groups
- ♥ Carer events
- ♥ Referring to external agencies
- ♥ Providing advocacy
- ♥ Religious and spiritual support.



Our chapel-quiet space is open daily for prayer, reflection or just to have some personal time in a tranquil and serene setting. Services or ceremonies are held in the chapel-quiet space on request. We also hold remembrance services three times a year and moving Light Up a Life services at Christmas.

**In times of a pandemic, such as COVID-19, please check with our receptionists that our chapel-quiet space is open for visitors.**

## How to be referred

### Patient referrals

We welcome patient referrals to our services from GPs and other health, social or voluntary care professionals and do everything we can to make the process as speedy and efficient as possible. Go online **[sfh.org.uk/patient-referrals](https://sfh.org.uk/patient-referrals)** or call **01708 758606**.

### Self-referrals

We aim to make it as simple as possible for someone to make a self-referral. Self-referrals can be made by an individual, their family, carer or loved one.

We welcome self-referrals for adults with a life-limiting condition, living in our catchment area. We help oversee specialist palliative care and give advice on pain and symptom control. For example, if you are currently receiving palliative care under your local GP or district nurse, we may be able to support you.

If you are not sure, you may wish to have a conversation with your GP about whether you could be referred to our services. You can refer online **[sfh.org.uk/self-referrals](https://sfh.org.uk/self-referrals)** or call 01708 758606.

## OrangeLine

OrangeLine is our telephone support service available to local people who are bereaved and/or experiencing isolation and loneliness. Call OrangeLine to connect to a friendly voice at the end of the phone. Our specially trained team offers a listening ear and can provide advice, guidance and signposting to local services. OrangeLine also facilitates support groups within the community. You do not need a connection to Saint Francis Hospice to use this service. OrangeLine is available Monday to Friday, between 9am and 5pm - call **01708 758649**. Please visit **[sfh.org.uk/orangeline](https://sfh.org.uk/orangeline)** for more information.

## More about Saint Francis Hospice

As an independent charity and one of the largest adult hospices in the UK, Saint Francis Hospice has a vital role to play in the local community. We have a committed team of specialist consultants, doctors, and nurses who work alongside other health and social care professionals across our catchment area to provide care and support to people who have been diagnosed with a serious illness, as well as to their carers, families and loved ones.

## Fundraising – get involved

Only 28% of our funding is provided by the government, we need to raise £7.77 million in voluntary donations this year to continue to offer our services, without charge, to those who need them. Every donation is essential to us, and we value every one of our supporters immensely: individuals, schools, faith groups, local organisations, trusts and foundations and businesses, as well as large corporations.

Are you looking for inspiration on how you, your family or loved ones can help support future patient care at the Hospice? Let us inspire you with some ideas.



### Fundraise

Many people have asked us for different ways that they can support the Hospice. So we've listed some of the best ways here. [sfh.org.uk/fundraise](https://sfh.org.uk/fundraise)



### Play the lottery

For £1 a week you could win one of 54 weekly cash prizes, including the weekly jackpot of £1,000, PLUS the chance of winning the rollover which could reach £10,000! [sfh.org.uk/lottery](https://sfh.org.uk/lottery)



### Leave a gift in your Will

A gift in your Will to Saint Francis Hospice helps families like yours stay together right to the very end. It couldn't be easier to arrange. Find out more about leaving a gift to Saint Francis Hospice in your Will, please contact Susan Spencer on **01708 771403** or email [susanspencer@sfh.org.uk](mailto:susanspencer@sfh.org.uk). Please visit our website at [sfh.org.uk/leave-a-gift-in-your-will](https://sfh.org.uk/leave-a-gift-in-your-will)



## Volunteering

We are so grateful to our team of over 800 skilled and committed volunteers who help us across our organisation. Their invaluable support helps to keep our costs down, whilst also adding huge value to the services we provide. To find out more about how you can get involved please visit our website [sfh.org.uk/volunteer](https://sfh.org.uk/volunteer).



## Charity stores

Our charity stores offer value for money and a relaxed shopping environment. Donations made to our shops allow us to care for local people, and if you Gift Aid your donations, you'll be giving an extra 25% as well! Not only is buying pre-loved clothes great for the environment and for your pocket, but you will be amazed at the range of other items we stock. Browse electrical goods, toys, wedding dresses, clothing and furniture. You can also support by shopping online! Within our e-commerce department, anything of great value is sold on eBay or at auction. For more information please contact **01708 376269** or visit our website at [sfh.org.uk/retail](https://sfh.org.uk/retail).



## Education

Our vision is that everyone receives the best end of life care possible, no matter where they are receiving their care. The Pepperell Education Centre at Saint Francis Hospice provides teaching to health and social care professionals and carers via an excellent range of courses and study days including subjects on pain management, communication skills, bereavement and mental health in palliative care. All teaching can be delivered virtually and flexibly in terms of timings on a wide range of topics. Please contact us to discuss your needs and we can tailor education to meet your needs. Please call **01708 758646**, or email [education@sfh.org.uk](mailto:education@sfh.org.uk) or visit our website at [sfh.org.uk/education](https://sfh.org.uk/education).

## About Saint Francis Hospice

Saint Francis Hospice provides care 24 hours a day, 7 days a week to local people affected by life-limiting illnesses. As a registered charity, we rely on the financial support of our community to keep providing world class care free of charge to individuals and their families. Every year, we provide treatment, care and support to more than 4,000 local people affected by a life-limiting illness.

## 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](http://www.sfh.org.uk)

The Hall  
Havering-atte-Bower  
Romford  
Essex RM4 1QH

**Call:** 01708 753319

**Email:** [mail@sfh.org.uk](mailto:mail@sfh.org.uk)

**Visit:** [www.sfh.org.uk](http://www.sfh.org.uk)

Reviewed annually  
Revised January 2023

