



A guide to our services



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 and compassionate palliative and end of life care, 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 Mission

Is to ensure that everyone in our community has access to excellent palliative and end-of-life care before, during and after death.

Our Vision

Is the best care for all at end of life.

Our Values



Compassionate

We are a caring team, kind to each other and put the needs of individuals and their loved ones at the heart of what we do.



Collaborative

We value working in partnership across our communities and are proactive about nurturing relationships with our stakeholders.



Creative

We are forward-thinking, adaptable in our changing world and embrace change and innovative ways of working.

The Hospice Ward

The main Hospice building is located in Havering-atte-Bower. Our Ward 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 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, loved ones and carers.

On the Ward, people are looked after by nurses and health care assistants, 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 and Individual Support teams services, which includes social workers, therapists, chaplains and bereavement counsellors
- ♥ Private space, including overnight accommodation for families, carers and loved ones
- ♥ Further facilities for visitors, including a lounge area and a games room for young people
- ♥ Forward planning for discharge.



Onsite appointments/activities within Pemberton Place

Pemberton Place is an area located in the main Hospice building. It is a spacious area where support for people at any stage of their palliative or end of life care needs can be found. We offer therapeutic groups and onsite appointments from the multi-disciplinary team, giving support to those who attend to live well with their condition.

All referrals to the services held with Pemberton Place can be made by a healthcare professional involved in an individual's care, for example GP, District Nurse, Clinical Nurse Specialist, Consultant, our own multi-disciplinary team or you can self-refer (see page 9 for details on how to self-refer). 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 onsite support that can be found within Pemberton Place:

- ♥ Family and individual support services - providing a range of therapeutic groups
- ♥ Therapies - including complementary therapy, occupational therapy and physiotherapy
- ♥ A range of specific therapeutic groups concentrating on symptom management including breathlessness, movement and exercise
- ♥ Specific monthly groups such as a Dementia and a Neurological group - both for individuals under our care and their carers.

Our onsite activities and appointments within Pemberton Place provides a great opportunity to access mutual support, practical help and advice, alongside other individuals with similar needs.



Enhanced Hospice at Home

Around 85% of the care we provide is out in the community, visiting people in their own homes. Our Enhanced 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 everyone - you and your family, loved ones and carers.

Our nurses will:

- Heart Assess each person's individual needs and carry out ongoing reviews
- Heart 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
- Heart Provide care at home to people in a 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 and Individual 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 everyday life.

Our physiotherapists offer advice, guidance and a professional perspective. Our physiotherapists can help/support with:

- Heart Mobility issues
- Heart Joint stiffness
- Heart Breathing difficulties
- Heart Pain
- Heart Swollen limbs
- Heart Relaxation.

Occupational Therapy

Our Occupational Therapists will address immediate needs to help people in our care gain the most out of living independently where possible, to live comfortably at home and enjoy the things they may still be able to undertake. Physical help is often the first requirement and, with adaptations in their home or by loaning of specialist equipment, we will help people gain independence and improvements in their quality of life. We support people at home and those on our Ward who are returning home.

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 palliative or end of life care needs.

We provide a range of complementary therapies onsite at the Hospice for those staying on the ward, those attending onsite appointments and also home visits for people in the community for whom it is difficult to attend onsite. We're able to provide aromatherapy, massage, mindfulness, reflexology and Reiki with up to four 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.



Hospice Community Team

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
- ♥ Onsite appointments at 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 and Individual Support Services

A multi-professional team of social workers, therapists, chaplains, and volunteer bereavement counsellors supporting those under our care to cope with the impact of their illness. Support services are also available for family, loved ones, 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 Sanctuary 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 Sanctuary on request. We also hold remembrance services three times a year and moving Light Up a Life services at Christmas.

How to be referred

Professional referrals

We welcome 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 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 people with palliative or end of life care needs, 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 or call 01708 758606.

OrangeLine

OrangeLine is our telephone support service available to local people who are bereaved and/or experiencing isolation or loneliness. Call OrangeLine to connect to a friendly voice at the end of the phone. Our 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 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 32% of our funding is provided by the government, we need to raise over £8 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 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



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



Leave a gift in your Will

A gift in your will to Saint Francis Hospice helps people, facing the most difficult time in their lives, stay together right to the very end. It couldn't be easier to arrange. To 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. Please visit our website at sfh.org.uk/leave-a-gift-in-your-will



Volunteering

We are so grateful to our team of over 650 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.



Charity stores

Our charity stores offer cost savings, reduces landfill and slows down fast fashion. Your donations made to our shops allow us to care for local people, and if you Gift Aid your donations, the government will contribute an extra 25% as well! You can also support by shopping online! For more information please contact **01708 376269** or visit our website at 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 call **01708 758646**, or email education@sfh.org.uk or visit our website at sfh.org.uk/education.

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.

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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Reviewed annually
Revised January 2026

