

We're working together to care for people living with a terminal illness in Herefordshire.

St Michael's Hospice and Marie Curie are partnering with the Herefordshire Clinical Commissioning Group to provide the Herefordshire Hospice at Home service



Care and support
through terminal illness



We're here for people living with any terminal illness, and their families. We offer expert care, guidance and support to help them get the most from the time they have left. Our nurses work night and day, in people's homes across the UK, providing hands-on care and vital emotional support. Our hospices offer specialist round-the-clock care. And we support people throughout their illness by giving practical information, support from trained volunteers and being there when someone wants to talk.

We are the local leader of the NHS, responsible for planning, buying and monitoring health and care services on behalf of around 187,000 people living within Herefordshire. This includes things like planned and non-emergency hospital care, emergency care and services, care provided within the community and by rehabilitation, mental health and disability services. We work closely with local clinicians, patients, public health colleagues and the wider public to ensure that Herefordshire's health services meet the needs of local people.

herefordshireccg.nhs.net

We are an independent charity that helps and supports patients and their families living with a terminal illness. Our multi-disciplinary team works together to relieve patients' symptoms, control their pain and help them live well until the end of life. We provide inpatient services, hospice day care and support for patients in a range of settings, including their homes. We are also here to ensure family, carers and friends receive the care and support they need to cope with the complex feelings and lifestyle changes caused by a terminal illness.

Charity reg no. 511179
st-michaels-hospice.org.uk

HHATS 6/19



**Herefordshire
Clinical Commissioning Group**

Herefordshire Hospice at Home service

**Care and support in your home,
when you need it most**



Information for people living with a terminal illness and their families



Care and support
through terminal illness



Herefordshire Hospice at Home

St Michael's Hospice and Marie Curie are partnering with the Herefordshire Clinical Commissioning Group to provide the Herefordshire Hospice at Home service.

Our service is provided by a team of highly skilled registered nurses and healthcare assistants. They can provide hands-on nursing care in your home to help you to remain in the place where you live, for as long as you wish to do so.

Nursing care at home

As our service operates 24 hours a day, we can arrange home visits at the times when you or your family need our support.

The care we provide, and the time of day you receive it, will depend on your care needs. Your Hospice at Home Nurse will be happy to discuss and plan your care with you, your family and if appropriate your current carers.

Our nursing team is supported by St Michael's Hospice's consultant in palliative medicine, and we work alongside local GPs, the GP out-of-hours service and Wye Valley Trust Specialist Palliative Care Nurses. Your GP and district nurse will continue to be the main healthcare professionals caring for you.

Our service is available to people living with a terminal illness who are registered with a GP in Herefordshire. If, for any particular reasons, you're not eligible for this service, you may still be able to get support from St Michael's Hospice.

We would encourage you, or your family, to contact St Michael's Hospice's co-ordination team for help and information.



How we can help

The Hospice at Home nurses and healthcare assistants can help with your day-to-day needs by giving:

- nursing care to make sure you are as comfortable as possible
- support to deal with any symptoms such as pain or breathlessness
- practical advice and emotional support for you and the people close to you

How we plan your care at home

We will plan your care with you and other healthcare professionals who are involved in your care – such as your district nurse or GP. Together, we aim to make sure you get all the support you need to help you to continue living at home.

We'll always try to be flexible and responsive to your needs, so the number of home visits we provide may vary from one day to another to help us meet your changing needs.

Our nurse or healthcare assistant may visit you for a few hours during the day or evening, or provide you with overnight visits.

Whatever we do, we'll always aim to ensure the care we provide is meeting your needs.

24-hour support on the phone

Once you've been referred to our service, you or the person caring for you can contact us at any time, day or night. There's always a friendly person there to give you:

- advice or support
- information about the Herefordshire Hospice at Home service, such as when we plan to visit you next
- help with any concerns you may have about your care or illness

Phone: **01432 852 080**

(24 hours a day, seven days a week)



Support for family and carers © Layton Thompson/Marie Curie

We're interested in what you think about our service

We hope you're happy with the care and support we're providing you and the people close to you. We always want to learn and make things better so we would like to hear about your experience.

Please let us know about the things we did well or if there were things we could've done better or differently.

To share your comments or suggestions with us, or to make a complaint, please contact us in complete confidence at St Michael's Hospice.

Giving us your thoughts will not, in any way, affect the care you receive from us.

Phone: **01432 852 080**

Email:
hhh@smhospicehereford.org

Write to:
**St Michael's Hospice
Bartestree
Hereford
HR1 4HA**



Caring for patients and their families

Herefordshire Hospice at Home

Supporting our service

Our service is completely free of charge for you and your family.

It is funded by the Herefordshire Clinical Commissioning Group and charitable donations made to St Michael's Hospice and Marie Curie.

If you would like to support St Michael's Hospice or Marie Curie, you can find out more about what we do and ways you can help by visiting our websites:

st-michaels-hospice.org.uk

mariecurie.org.uk/get-involved



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Charity reg no. 207994
(England & Wales),
SC038731 (Scotland).
mariecurie.org.uk

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