

St Raphael's Hospice Services

Patient and Family
Information Booklet

St Raphael's
Your Local Hospice 

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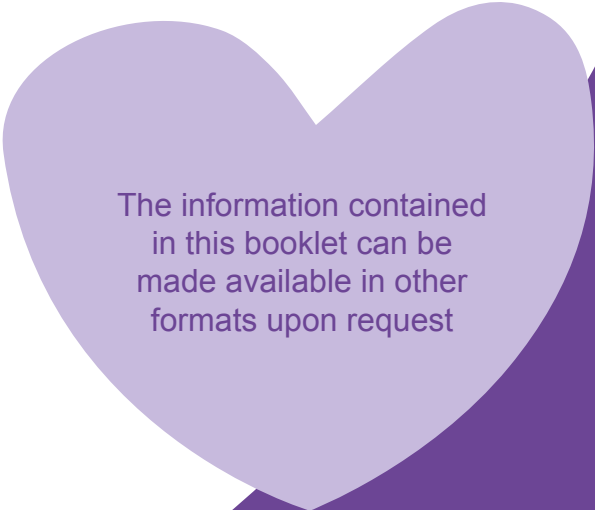
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Introduction

St Raphael's Hospice is a charity that provides expert palliative and end of life care to patients referred to us from across the boroughs of Merton and Sutton. We also offer support for families, carers and friends.

Referrals can be made to St Raphael's by your GP and other healthcare professionals. We can offer care and support to patients who have a life-limiting progressive illness with specialist palliative care needs and aim to provide holistic care that helps to achieve the best quality of life for you and your family.

This booklet outlines the services that St Raphael's Hospice can provide to support you and those important to you. If you have any questions please speak to any member of staff who will be happy to help.



The information contained
in this booklet can be
made available in other
formats upon request

Our Philosophy

At St Raphael's Hospice, we embrace your freedom to choose when, where and how you wish to receive care and to live as an individual with the highest possible quality of life.

We will work alongside you and those important to you in a compassionate and supportive way through illness, dying and bereavement.

Should you wish to receive our support, we will work together with our colleagues in the community for your benefit.



Welcome to Our Hospice

Our team is made up of clinicians including doctors, nurses, and their associates, counsellors, therapists, a social worker and specially trained volunteers who all work together to provide care that supports comfort and independence in your home or on our In-Patient Unit (IPU) should you require an admission.

We strive to improve the lives of those affected by terminal or life-limiting illnesses, giving them and their carers the confidence to cope and enjoy the best quality of life possible. We believe that hospice care is about life and living alongside death and dying.

Our exceptional hospice care is based on individual needs and the wishes of our patients and those closest to them. Everyone's needs are different and we want our care to be meaningful to each and every person we look after.

We offer advice and support in people's homes, outpatient clinics and day therapy at the Wellbeing Centre. With the help of our skilled staff and dedicated volunteers, we aim to meet the emotional, spiritual and social needs of our patients, as well as those important to them before and after death.



Our Core Values

S
Safe



Our aim is to deliver safe, dignified and compassionate care

T

Teamwork



We work collaboratively as one team for the benefit of our patients and their families

R

Respect



We respect and support all of our patients, families, carers, staff and volunteers

A

Accountable



We are accountable to the communities that we serve and ensure our care meets national and local standards

P

Person-Centred



Patients are at the core of everything we do

H

Honesty And Integrity



We are open, honest and include our patients in decision making

A

Adaptable



We embrace change and take pride in being flexible and adaptable to our patients' needs

E

Excellence



Our aim is to improve the quality of life of our patients and those important to them

L

Leadership



Our service is well led and we strive to innovate, grow and maintain the very best practice

S

Specialist



Our staff are trained to deliver specialist palliative care and are proud to work for this organisation

Orangery Café

Unless restrictions are in place, visitors are welcome to use the Hospice's Orangery.

The café is open from 09:00 – 16:00 Monday to Saturday, providing light meals, snacks, teas and coffees to families and visitors. If you are able, you can choose to have your meals in the Orangery and enjoy a bright welcoming space.

Our team offer a warm welcome and delicious food in a pleasant environment overlooking the courtyard.

Wi-Fi

Access to Wi-Fi is available throughout the Hospice. It's called 'GUEST' and no password is required



Community Palliative Care Team

Most people under our care are able to remain at home, supported by our Community Services.



Expert clinical care comes from our multi-disciplinary team of Specialist Palliative Care Doctors, Clinical Nurse Specialists and Practitioners, Occupational Therapist, Counsellors and a Social Worker. The team works closely with General Practitioners (GPs), District Nurses and other community health and social care providers.

Our staff provide information to help you understand your illnesses and to manage symptoms, as well as offering appropriate treatments and therapies to improve your quality of life. If you have concerns about finances and how your illness may affect your income, we are able to offer useful advice on benefits and other entitlements to which you may be eligible or guide you to the appropriate agency.

As well as providing visits at home we also offer an outpatient service, virtual video assessment and telephone contact to support you as required. There may be a time when you no longer require our support and we will let you and your GP know. We will discuss this with you and those important to you. You may be re-referred at any time.



Triage

Our Triage service is a telephone support service that you, those important to you and healthcare professionals can access:

Monday - Friday 8:00 - 18:00

Weekends and Public Holidays 9:00 - 17:00

The Triage team is there to offer advice on your condition and allow you to share your concerns. The team may also signpost you to other services that may be useful. If you phone outside of these hours your call will be directed to the Hospice's IPU team who can provide you with telephone advice.



Hospice Point of Contact Team

The Hospice Point of Contact team receives and reviews all new referrals into the Hospice and ensures that they are directed to the right department as efficiently as possible.

Not all patients referred to our service need us at the point of referral. If this is the case, your care will remain with your GP but your referral can be reactivated at any point should your situation change.



Hospice at Home

Hospice at Home (H@H) is part of our Community Palliative Care Team (CPCT) and can provide care and support to you in the later stages of your illness, as well as support for those important to you.

The team includes skilled healthcare assistants who are able to offer support such as:

- Sitting with you for short periods to give those important to you a break
- Carer support – advice and practical help
- Emotional support
- Gentle touch massage

Referral to our H@H service can be activated by you or the healthcare professionals involved in your care.

If you feel you would benefit from H@H please phone to discuss your requirements.

Telephone number: 020 8099 7777



In-Patient Unit

You may have agreed to an admission to the IPU for a number of reasons. You may be experiencing uncontrolled symptoms such as pain and may benefit from a symptom control admission, or you may be nearing the end of your life and require specialist palliative care at this time.

The Hospice does not offer long-term in-patient care. As there are a limited number of beds and demand for them is high, we cannot be a permanent alternative to care in your own home. If your symptoms are well managed but it would be difficult for you to go back to your own home, we will help you and those important to you to find another care setting where you can continue to be looked after.

Around 40% of our in-patients come for a short stay with us before returning home



On Arrival

You will be welcomed to the Hospice by our friendly and dedicated volunteers at the main reception desk. They will take you to the IPU to meet the nurse who will take you through the admission process.

Our team will do all they can to make you feel comfortable. Please discuss any special requirements with our staff.



Your Room

All of our bedrooms have an en-suite bathroom and access to a small patio and garden area where in fine weather you can sit and relax.

Please bring your own personal items such as pyjamas / night attire / dressing gown, slippers, wash bag with soap / shower gel, shampoo, toothpaste, razor, hairbrush, moisturising cream and any other personal care items that you usually use. We advise that you also bring any aids which you use, such as a walking stick / frame / wheelchair.

You may bring other small personal items such as photographs and pictures to make the room feel more homely and familiar during your stay with us.

Please do not bring valuable items or large amounts of cash with you as we do not have facilities to store them and cannot accept responsibility for any loss or damage.





In-Patient Services

All patient meals are provided and served as follows:

Breakfast from 08:00
Lunch from 12:30
Supper from 17:30

Coffee / tea and other
beverages are available to
patients at all times.

We are able to offer alcoholic drinks to patients, as appropriate, which may increase appetite and for enjoyment. Visitors may bring alcohol to a patient by agreement with the nurse in charge. Visitors are respectfully requested to drink alcohol responsibly on the premises.

We have an iPad for patient use, please ask one of the nursing team if you require access.



Overnight Accommodation

If someone important to you would like to stay overnight we have temporary put-up beds that can be set up in your room to enable you to be close and allow them to get some rest as well.

We have one family room which can be used for overnight accommodation to facilitate a night's sleep whilst remaining nearby. The room is available from 18:00 - 08:30 each day. Please speak to one of the nursing team to arrange this.



Visiting (Please see Covid specific guidance for exceptions, available on our website)

There are plenty of free parking spaces on site for visitors and we are happy to welcome those important to you at any time.

For security and fire regulations we ask all visitors to sign in and out at reception.

Children are welcome.

Well-trained pets are also welcome to visit. We ask that you speak with the nurse in charge before bringing them in.



Laundry

We are not able to offer a personal laundry service. However, if this causes difficulties, please speak with a member of the nursing team.



Smoking

The Hospice is a no smoking site. We respectfully ask that everyone supports us to maintain a smoke-free environment for the benefit of all.



Identifying Staff and Volunteers

Please look for their yellow name badge to identify their role, as well as the photo board or simply ask if you are not sure who you are seeing.



Chaperones

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they consider one is required.

A chaperone may be a family member or friend but there are situations where a formal chaperone, for example a nurse or other clinical member of the team, may be preferred.

The healthcare professional may also require a chaperone to be present for certain procedures.



Mobile Phones

Mobile phones may be used within the Hospice but with consideration for other patients, visitors and staff.

Wellbeing Centre

The Wellbeing Centre is located in the St Bede's Conference Centre situated in the Hospice grounds. It is a relaxed, warm and friendly environment which offers support to people over the age of 18 who live in the boroughs of Merton or Sutton.

Attendance at the Wellbeing Centre does not provide access to any of the Hospice's clinical services. It is for advisory, social and therapeutic purposes only and medical care remains with the attendee's GP and usual team of healthcare professionals.



Living Well Programme

Our Living Well programme is a free 8 week course offered to those who are newly diagnosed or are already living with a life-limiting, progressive or chronic illness and their families. The aim of the programme is to cover topics which will inform, enable and empower so that lives can be lived to the full and as independently as possible. The course involves a one hour session once a week for a period of 8 weeks and attendees can 'dip in and out' according to their needs and interests.

Social Activities

In addition, a range of social activities are offered such as Art Therapy, Creative Activities, Music Appreciation, Armchair Yoga, Breathing and Relaxation, Coffee Morning and Men's Den.

Complementary Therapy

Complementary therapies can improve your wellbeing, help reduce anxiety and aid relaxation. Therapies that include Aromatherapy, Indian Head Massage, Gentle Touch Massage, Reiki and Reflexology may be available.

Further details are available upon request.

Sessions are regularly reviewed so please visit our website for up to date information at www.straphaels.org.uk or, alternatively, contact a member of the Wellbeing Team on **020 8099 1722**



Psychological Support Services



Counselling

Counselling and Psychotherapy are ‘talking therapies’ - where you can explore your personal feelings, beliefs and thoughts - in a safe and supportive way with someone who is trained to do it sensitively.

Counselling helps us to cope better emotionally, especially at difficult times, when the upset can feel overwhelming.

What can counselling help with?

Counselling has helped many people deal with emotional and mental distress, be it feelings of anxiety or panic, stress and hopelessness, depression, sadness, grief and loneliness, mood swings, changes in relationships, feelings around loss, lowered self-esteem and self-worth, fears around illness and mortality.

What do counsellors do?

Your counsellor will offer the opportunity to think and talk about yourself and your concerns in a way that you often can't do with family and friends. A place and time that is just for you to talk about things that bother you.

Counselling can be just a few sessions or it can last over several weeks and months. We can offer:

- One-to-one counselling
- Couples therapy
- Family therapy
- Help with practical and financial problems that can arise when someone is ill

Confidentiality

What you talk about in your counselling sessions is confidential. However, there are certain circumstances when the counsellor may need to talk to another professional, if there appears to be a serious risk of harm to you or to others. This is usually done with your agreement and these circumstances are explained at the beginning of the counselling.

If you would like to speak to one of our counselling team, simply get in touch to talk informally about your options or to book an appointment.

Psychological Support is available to all patients under the care of the Hospice and those important to them.



Bereavement Support

The experience of loss can be painful and distressing, especially the loss of a loved one.

Our Bereavement Team is on hand to support family members, friends, children and carers through the emotional turmoil of grief.

There is no set timescale for bereavement and everyone's experience is different.

The Bereavement Team can support you by telephone, face-to-face counselling sessions, practical help and advice as well as our Bereavement Support Group.

We offer specialist bereavement care for children, providing guidance and information about how best to explain death and grief to them and how to support each child or young person through their experience.

The Bereavement Service also organises an annual service whereby bereaved families, friends and carers can remember, reflect upon and celebrate the lives of those they have lost.



Spiritual Care

Spiritual Care is part of the holistic approach of looking after the whole person – mind, body and soul.

The Chaplaincy Service is available to all patients and those important to them - of any faith, those with no faith, and those who are unsure what they believe. We seek to be here as a supportive presence and in the way that is right for you.

Chaplaincy can offer religious and spiritual support which may include:

- A sympathetic ear for you to express your worries or concerns.
- Space to talk about your life story and hear what is important to you at this time.
- A quiet time of prayer and/or a sacramental ministry at the bedside in our IPU.
- Contact with specific faith representatives at your request.
- Support if you wish to practice your faith or spiritual tradition.

Our chapel is open 24hrs a day providing a quiet, private, thoughtful space for patients and those important to them.



Social Work Services

Living day to day with a life-limiting illness is difficult. Everyday life issues can become challenging, complex and even overwhelming; not just for the patient but for those closest to them too. Our specialist Social Worker is here to support and assist you to cope with the emotional and practical issues that might arise.

Your choices and wishes

We can support you with the significant things that you may want to say to those closest to you - about your choices and wishes and we can help you to plan ahead.

Support for Children and Young Adults

We can provide Specialist Support for Children and Young Adults, helping them to understand and come to terms with the illness and the changes it has caused. They may have their own questions, worries and fears that we can help to answer and guide you through how to support and talk with them.

We can liaise with the children's schools and interface with local agencies to best support your young family members.

We know that younger children can benefit from Memory Boxes and Legacy Work and we can help you with these.

Housing and Financial Support

We can help you with housing issues by signposting you to relevant agencies who can support and advise with tenancy agreements, re-housing, modifications needed to the home so that you can remain safe and comfortable there.

We can assist you to access financial support agencies who can help with grants, benefits and how to manage your income.

We can signpost you to legal services and advocacy support.

Whatever your concern, we are here to help.



Occupational Therapy (OT) / Physiotherapy (PT)

OT - The Hospice provides an Occupational Therapy service which offers assessment and provision of equipment, advice and information to help increase our patients' independence in all areas of daily living and in doing so reduces the risk of falls. We also help carers address practical problems in the home.

PT - The Hospice does not have its own Physiotherapist but its Occupational Therapist may also assess basic physiotherapy needs and can provide essential mobility equipment especially on the IPU. For more complex requirements or on-going treatment at home, the domiciliary physiotherapy service is accessible via the GP.

Volunteers

St Raphael's Hospice is very fortunate to have a large team of volunteers who help patients and staff in a number of ways, including providing support on the IPU, reception, in our gardens and grounds, with administration, with bereavement support and much more.

Volunteer Neighbours

The Hospice Volunteer Service also provides a Volunteer Neighbours scheme which provides social visits to combat loneliness and isolation for patients who are not able to get out and about easily.



Useful Information

Health and Safety

Whilst on the Hospice site, you are required to take reasonable care of your own health and safety and that of other persons who may be affected by your acts or omissions. If you have any concerns about health and safety, please let the nurse in charge know.

Data Protection

In accordance with the Data Protection Act, we hold personal identifiable data in both electronic and hard copy. We take every care to safeguard the confidentiality, integrity and availability of the data we hold.

Information Sharing

In order to provide safe and effective care, we need to collect information from you and about you. It is often necessary to share that information with other healthcare professionals who are providing your treatment and care both inside and outside the Hospice. Safe and effective care depends upon your correct identification but when identifiable information is not necessary then it will be anonymised.

You will be asked for your consent as to how you want your information to be used for purposes that lie outside our legitimate interest and the direct treatment and care we provide. The law allows us to use your information without asking permission in order to improve public health. This will be recorded in your electronic patient record (EPR).

A full explanation of how we use your personal data is available on our website at www.straphaels.org.uk

Access to Health Records

The Data Protection Act 2018 safeguards the processing of your information and allows you to see what is contained in your medical records. Requests for access can be discussed with the Hospice Caldicott Guardian and should be made to the Hospice's Head of Quality and Improvement.

You may also request that copies of correspondence are sent or shown to you. As routine you may expect to receive, by hand, a copy of any discharge summary communication to your GP following your admission.

Full details of “Data Protection - Access to Health Records” are available on our website at www.straphaels.org.uk

Audit and Research

In order to monitor and improve our standards we undertake regular audits of patient care. Staff outside of the immediate care team may be involved in this process and have a duty to keep personal identifiable data confidential. They will often anonymise or pseudonymise the data they use in order to ensure that identity is protected.

Auditing is a vital method in assessing the extent to which the Hospice maintains its delivery of a high-quality service and is useful in informing programmes of education and service development. However, if you do not wish your data to be used for audit purposes please let the clinical team know.

To establish clinical practice, the Hospice may seek participation in research projects. Expressed consent will be required prior to such participation and any decision to participate is entirely voluntary.

Surveys

From time to time the Hospice may ask patients or those important to them to complete surveys. Completion is entirely optional and allows for anonymity.

Whilst it is very helpful for the Hospice to receive feedback from you and those important to you we appreciate that some people may not wish to take part. Your care will in no way be compromised should you decide not to complete any of the surveys.

Complaints and Suggestions

We want to know when things go wrong as well as when they go right. It is important that we learn from your experience and reflect on how we can improve our service for other people.

We treat all complaints very seriously and have a formal complaints procedure. If you have a complaint, please tell someone as soon as possible or ask a relative or friend to do so on your behalf.

How to submit a complaint

Step 1: Contact us

You can choose to contact us in a variety of ways but depending on how you contact us, we may need to call you back or write to you to resolve your complaint. Once we've reviewed your complaint, we'll agree a course of action with you.

Please choose the most convenient way for you to contact us:

- Call the Hospice on 020 8099 7777
- Write to us at: St Raphael's Hospice, London Road, Cheam SUTTON SM3 9DX
- Email us: enquiries@straphaels.org.uk

What we will do

We will aim to resolve your complaint straight away but if we can't, we'll acknowledge your complaint in writing. We endeavour to respond to your complaint within 10 working days. If your complaint takes longer, we will regularly update you with our next steps and agree with you the following method of contact. Our aim is to reach a mutual and acceptable agreement, and we expect to do this in the majority of cases. If we are unable to reach an agreement, you can escalate your complaint to a senior member of the Hospice Management Team (Step 2).

Step 2: Escalate your complaint

After following Step 1, we hope that your complaint won't need to be escalated, but in some circumstances, it may be necessary. If you're not entirely happy with the way your complaint has been handled, contact us through the most convenient method in Step 1, stating that you would like your complaint escalated to the Clinical Director.

What we will do

The Clinical Director will review your complaint and attempt to resolve the issue as quickly as possible. Similar to Step 1, we endeavour to update you within 10 working days. A longer time may be required for more complicated complaints but we will keep you up to date with how we're progressing.

You may also complain to our registration authority, the Care Quality Commission:

National Correspondence Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA

Telephone: 03000 616161

Email: enquiries@cqc.org.uk

Fundraising and Donations

Services at St Raphael's are provided entirely free of charge. The Hospice needs £6 million a year to run, relying heavily on public donations, legacies and fundraising to keep going.

Thanks to the generosity of the public, we are able to make an enormous difference to the lives of over 1,000 patients and those closest to them every year.

We are not state-funded, even though every one of our patients is an NHS patient, and only receive about 25% of our costs from the NHS. The remainder, more than £4 million per year, we need to raise ourselves.

How you can contribute

- Make a one-off donation or become a regular donor
- Give in memory through our annual appeals
- Leave a gift in your Will
- Become a lottery player
- Take part in our events
- Join one of our Fundraising Groups in Merton and Sutton
- Volunteer with us
- Shop and donate to our nine charity shops and Donation Centre



Your support is really appreciated. Thank You!

To find out more please visit our website at www.straphaels.org.uk or contact the Supporter Care Team on 020 8254 2450; supportercare@straphaels.org.uk

**We are a charity that provides
our services free of charge to
patients and their families**

**Annual running cost
£6 million**

25% from NHS

£4.5m to fundraise

Contact us

If you would like more advice or support please contact
St Raphael's Hospice on **020 8099 7777**

St Raphael's Hospice
London Road, Cheam, SUTTON SM3 9DX

www.straphaels.org.uk

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