

Hospice at Home

 **SPRINGHILL
HOSPICE**
Making every moment count

SPRINGHILL HOSPICE

Broad Lane
Rochdale
OL16 4PZ
01706 649920

www.springhill.org.uk

Complaints – if you have a problem or complaint, this should be made in writing to the Chief Executive, Springhill Hospice, at the address above.

Incorporated as a Company Limited by Guarantee
No 2325905
Registered Charity No 701798



If you have any suggestions, comments or complaints about the service please contact:

Nazma Ahmed

Community Service Manager

Tel: 01706 752360 Email: nazma.ahmad@nhs.net

INFORMATION LEAFLET FOR PATIENTS AND FAMILIES

THE HOSPICE AT HOME SERVICE

Our nursing team consists of experienced Hospice nurses who will visit patients who are in the last days of life, providing a flexible and responsive nursing service in the patient's own home between the hours of 8am to 10pm. The Hospice at Home service is designed to work alongside, and in addition to, your current services provided by the District Nurse team, Home Care providers and visits from your Specialist Palliative Care Nurse. The main aim of the Hospice at Home service is to provide patients and families with the appropriate level of additional care required to ensure the patient has the support they need to remain in their own home and to prevent any unnecessary admissions to hospital.

HOSPICE AT HOME DAY VISITS

The Hospice at Home team are available between the hours of 8am to 10pm. The team will visit patients and families and provide patient care and family support according to the needs of the individual. The timing, length and frequency of visits during the day is flexible and is determined by the needs of the individual patient and this, in turn, will enable District Nurses and Specialist Palliative Care nurses to plan their visits, knowing their patients have an extra level of support. When a patient is accepted into the Hospice at Home service, family members will have access to the team delivering care by calling the Hospice at Home mobile telephone number.

HOSPICE AT HOME NIGHT SITTING SERVICE

The night sitting services will be staffed by experienced Nursing Assistants who will deliver nursing care to the patient, where appropriate, and will have access to the Springhill Hospice 24 Hour Advice Line and the District Nursing night service, where needed. The night sitting service is designed to enable family members to take a break from their caring duties and to get a good night's sleep, in the knowledge that the patient is being closely monitored and cared for.

HOW TO CONTACT THE HOSPICE AT HOME TEAM

When a patient is accepted into the Hospice at Home service, family members will have access to the team delivering care between the hours of 8:00am – 10:00pm by calling **07875 379486**.

Outside of these hours advice and support can be obtained from the Hospice Nursing team on the following numbers:

01706 649920 Springhill Hospice – ask to speak to a nurse on the ward.

01706 653555 Springhill Hospice 24hr Advice Line