Information for Patients, their Families and Carers
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1. **Introduction**

Hospice in the Weald is the leading provider of palliative care and end of life care for the communities of West Kent and northern East Sussex.

Palliative Care is the term widely used by professionals to indicate the care and support given and required during terminal care and when dying. “To Palliate” means to relieve, without removing the cause of disease. At Hospice in the Weald we use the term Hospice Palliative Care.

Having an illness that can’t be cured does not mean death is imminent, many of our patients are known to us for a number of years. Our care is aimed at easing symptoms and discomfort and providing holistic support to you, your family and carers. Holistic means all of you, your body, your mind, your spirit.

We have grown over the last 30 years, supported by the local community, to become the organisation patients, families and carers want and deserve. We are not part of the NHS or any big national charity but a local charity rooted in the community we serve. All of our services are provided free of charge so we rely heavily on those from and in our community that give their time and money to support us.

We need to raise over £7 million every year to continue to provide our vital services to patients, families and carers.

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2. **How to find us**

**Hospice in the Weald**  
Maidstone Road, Pembury, Tunbridge Wells, Kent TN2 4TA  
**Tel** 01892 820500  
**Email** enquiries@hospiceintheweald.org.uk  
**www.hospiceintheweald.org.uk**

Registered Charity No: 280276  A Company limited by guarantee in England No. 1499846
3. Our Services

Hospice in the Weald strives to ensure that all patients with a terminal illness, their families and carers, have access to individualised, compassionate, holistic and supportive care.

Hospice in the Weald offers the following services all of which are underpinned by medical, nursing, spiritual, creative and therapy support:

• Hospice in the Home – We come to you
• Hospice Day Service – You come to us
• In-Patient Unit, our ward
• Counselling Support

You may be referred to Hospice in the Weald:

• By your GP
• Other Health/Social Care Professionals involved in your care
• Self-Referral – you contact us direct

Once referred, a patient, their family or carer is able to access our services for support, in order to meet individual needs.

Our Core Values are:

• To put patients first
• To support patients, carers and their families
• To deliver the most effective specialist palliative care we can
• To respect and value all staff, trustees and volunteers
• To be open, honest and transparent in all we do
• Make best possible use of funds to ensure value for money
Hospice in the Home brings the skills and supportive care associated with the Hospice In-Patient Unit into your home. You, your family or carers have access to 24 hour support from the skilled team who work closely with your GP and District Nurse.

As more and more people choose to be cared for in their own homes towards the end of life, Hospice in the Home offers a consistent source of support.

When referred, a member of our team will arrange to see you in clinic or at home depending on your preference. Following this assessment your care will be planned to meet your individual needs and you can decide how often we are in contact with you. This will vary from daily to once every few months.

You are able to phone 01892 820515 at any time for support or advice.
We aim to support you and your family and carers at home. Our team provides services which:

• Ensure your admissions to hospital or hospice are timely and coordinated
• Enable you to go home as early as possible from hospital
• Give short periods of on-going care 24/7
• Provide essential equipment to keep you active
• Deliver Nursing Care whilst a “Package of Care” is prepared
• Supply medications to relieve symptoms like pain, sickness, nausea etc
• Provide emotional and spiritual support
• Care at your bedside when you are dying
5. Hospice Day Service

Hospice Day Service is open from 10.30am – 3.30pm, Monday to Friday at Hospice in the Weald, Pembury. The Service provides a welcoming environment to all patients with a terminal illness, their families and carers.

You can access the service through your GP, other healthcare professionals or your Hospice in the Weald nursing team – or, if you want to, you can refer yourself via our website (by using the pink ‘Access our Care’ button on any page) or by calling us directly.

Firstly, you’ll be contacted by one of the Hospice Day Service team and invited to come along for an introductory assessment. Then we can work with you to agree a plan of when you’ll be able to attend. You will also be able to discuss what goals you would like to set for yourself to achieve. Hospice Day Service aims to support, enable and empower you to maintain the best quality of life, and continue to lead an active and independent life for as long as possible. Hospice Day Service promotes flexibility and individualised care tailored to your needs.

When you arrive our wonderful volunteers will greet you and get you settled with a hot or cold drink. We serve lunch at 1pm and have tea and cake at 3pm before leaving. Throughout the day we have a variety of groups that you can access or we offer individual sessions which can include support from our other services.

Where possible we ask you to make your own travel arrangements to and from Hospice Day Service. For patients who really cannot arrange transport we are sometimes able to arrange a volunteer driver. We can also arrange ambulance transport if you have severe problems with mobility, are in a wheelchair or use oxygen therapy.

For further information regarding Hospice Day Service please contact Nell Mellerick - Hospice Day Service Manager, on 01892 820559 or nell.mellerick@hospiceintheweald.org.uk
You may well have contact with most members of the team at different times including:

Through Hospice Day Service (or other Hospice in the Weald Services) you may have contact with most members of the team at different times including:

• **Advanced Nurse Practitioner**, Ensures all staff are intelligently equipped to deliver the best possible Hospice Palliative Care, creates educational and learning materials and audits outcomes of care

• **Carer Support Co-ordinator**, Provides advice and support to carers including how to access benefits through a network of our skilled volunteers

• **Chaplain**, Provides spiritual support and leads the Quiet Room Gathering everyday

• **Clinical Nurse Specialist**, Provide expert advice on symptom control measures and medicines management to improve quality of life and end of life care. They supervise all hospice nursing care interventions and come alongside families and carers talking with and listening to patients about sensitive issues regarding their terminal illness, benefits and support available

• **Complementary Therapists**, Provide holistic therapies to support your wellbeing and symptom control

• **Counsellors**, Provide a private environment for you to talk and explore your feelings and concerns at a difficult time

• **Creative Artist**, Uses creativity in the arts for expression and memory projects

• **Doctors**, Medically qualified practitioners with skills in symptom control and palliative medicine

• **Matrons**, Senior Nurses with responsibility for day to day running of Services and clinical teams

• **Nursing Assistant/Volunteer Nursing Assistants**, Nursing Assistants work with the Staff Nurses and Clinical Nurse Specialists to follow agreed instructions on daily care requirements and assisting patients and families at night as and when needed.

• **Administration Assistants**, Deal with the administration of the referral processes, and provides support to the Team
• **Occupational Therapists**, assess and help train you to regain control of your daily life affected by a terminal illness

• **Physiotherapists**, provide physical therapies to help you manage the effects of a terminal illness

• **Sisters**, Experienced clinical Nurses who manage and work alongside the teams of Nurses who deliver your care

• **Staff Nurse**, As above but directed by the sisters providing direct care to patients by assessing needs, administering drugs, carrying out clinical care procedures and focusing on the needs of the patient their families and carers

You can join individual or group activities which aim to support you in essential areas of daily living, such as self-care, managing symptoms and health, planning for future needs, developing new skills and interests while meeting others.

Hospice Day Service patient Victor and Nursing Assistant Lissie.
Hospice Day Service support, activities and groups include:

- Creative Family Saturdays
- Mindfulness Meditation Group
- Fatigue Group
- Art Workshops
- Craft Group
- Creative Expression Group
- The Quiet Room Gathering
- Managing your Symptoms
- Planning for the Future
- Creative Arts
- Spiritual Care
- Complementary Therapies
- Counselling Support
- Occupational Therapies
- Physiotherapy
- Support for carers and families
- Music Reminiscence
- Exercise and Circuit Groups
- Hospice Community Choir
- Relaxation Group
In-Patient Unit

The In-Patient Unit at Hospice in the Weald consists of 15 single bedded rooms, all have an en-suite shower and toilet. The rooms have a wardrobe, writing desk, telephone, easy chair, small fridge and a television/DVD player. The In-Patient Unit has free Wi-Fi access. We have a day clinic where treatments such as blood transfusions are given.

You may require admission to the In-Patient Unit for the following reasons:

• To help control symptoms e.g. pain
• To provide emotional and spiritual support
• To provide care in the last days of life
• For treatments that need an overnight stay, such as fluid drainage

The average stay on our In-Patient Unit is about two weeks, but this depends on your individual needs. Around half of our admissions are for symptom control and then you will go home and be followed up by our Hospice in the Home team.

The In-Patient Unit is led by a Matron supported by three Sisters and a team of Registered Nurses and Nursing Assistants. The Nurses are all experienced and trained in Hospice Palliative and End of Life Care.

Patient Nicola and Nursing Assistant Nadine on our In-Patient Unit.
Admission to the In-Patient Unit

A few things we suggest you bring with you to help make your stay at the Hospice more comfortable:

- Toiletries, including tissues
- Comfortable day clothes & nightwear
- A small amount of money for newspapers, confectionery etc.
- Medicines /tablets – please bring all of the medication (in their original packets or containers) which have been prescribed and are taken regularly

Visitors

Visitors are welcome at any time on the In-Patient Unit. Visitors are required to sign in at reception so that the Hospice knows who is in the building in the event of an emergency. If your visitors arrive when reception is closed they are asked to use the side entrance. On ringing the bell on the wall, a member of staff will answer as soon as possible. There is ample car parking at the Hospice.

There are bedrooms at the Hospice for family members/friends or carers to stay overnight if you wish them to. Children of all ages and well behaved pets are all welcome to visit, although please let the staff know your plans.

Tea, coffee and light snacks are always available with a refreshment bar provided at the reception area at the entrance to the Unit.
Terminal illnesses can change many aspects of life. Concerns might become apparent about your relationships, spirituality or state of mind. This may lead to you experiencing feelings of fear and anxiety. Counselling is a talking therapy in which these concerns and feelings can be explored. Counselling can help you to find ways of coping with your changing situation.

Individual counselling allows family members to explore experiences and feelings they may not be comfortable sharing with friends and relatives. Alternatively, Creative Therapies or Art Therapy are sometimes helpful instead/or as well as traditional talking therapies.

Hospice in the Weald’s Counselling Support Service staff are members of the British Association for Counselling and Psychotherapy (BACP) and work with individuals (adults and children), with couples and in groups.

Contacting the Counselling Support Service

A patient, their family members or carers can contact us directly about counselling. In addition, any health care professional involved in your care might make a referral to the Counselling Support Service. We will then get in touch with you and/or your family member to arrange a meeting.
Counselling Support for Children and Young People

A lot of people feel anxious about talking to children and young people about terminal illness. Fears about getting it wrong are very common, even when you have a very good and open relationship. If this is the case, we would like to help you. In our experience, meeting for a one-off session is often enough to reassure adults that this is something they can find a way to do. You can arrange a meeting with a counsellor to discuss this. If you would like to have more information but you don’t think you would like to meet with a counsellor, you may find the “Talking to Children When Someone in the Family Has a Terminal Illness” leaflet useful.

If a child wants to see a counsellor, schools often have a counselling service that can offer good support. However, if this isn’t the case or you prefer to bring a child to be seen by a counsellor here at the Hospice, we can make arrangements for them to be seen after school.

For further information about our Counselling Support Service please contact Janet Bates - Head of Counseling support service or a member of the team on 01892 820525 or counselling@hospiceintheweald.org.uk
Bereavement Support

Bereavement is a major event that can turn your life upside down. It can change your whole life, alter your sense of who you are and shake your confidence in ways you didn’t think possible.

If someone you loved was a Hospice in the Weald patient you can also access our Counselling Support Service. Our range of Services can support you through this difficult time. We write to every family member and carer we have records for within a month of a loved one’s death with an invitation to come to ‘Tea Junctions’ and information about accessing Bereavement Support Groups and individual bereavement counselling.

We also offer support in group settings through Bereavement Support Groups and Tea Junctions. Tea Junctions are informal social gatherings, where bereaved family members and carers are invited to the Hospice to have a cup of tea with other people in a similar situation. We invite all recently bereaved carers, family and friends to

Counsellor Urtzi and patient Brian in a counselling support session.
join us at the Hospice so they can meet others who are going through a similar experience. We provide tea, coffee, cake and a warm welcome.

Often people just enjoy sitting and chatting in a supportive and friendly atmosphere, but there are always members of the counselling service present who are there to support you as well.

Tea Juctions are held monthly, alternately on a wednesday from 10 – 12 noon and a Friday from 6 – 8pm.

Around the time of the first anniversary of loss our families and carers are invited to attend a Remembrance Gathering led by our chaplain. These ceremonies bring strength and comfort to many.

If you would like more information about this Service, or would like to come to a group or event, please contact the Counselling Support Service directly on 01892 820525
8. **Medical and Nursing Care**

You can be assessed by our Doctors either at home, or as an outpatient at the Hospice, in our In-Patient Unit or Hospice Day Service, or in hospital. We strive to offer patient centred medical care at all times working closely with you and your family to meet your individual needs.

The medical team at Hospice in the Weald is led by the Medical Director who is a Consultant in Palliative Medicine. There are also two more consultants and a speciality Doctor. We also have Doctors who are in training to be consultants or GPs working at the Hospice.

If you have been admitted to our In-Patient Unit you will be seen daily by a Doctor (including if needed at weekends). One of our Doctors is always on call at weekends and overnight for advice.

We work very closely with your GP, attending their palliative care meetings and discussing changes in your treatment with them. We also liaise closely with the hospital consultants such as cardiologists and oncologists, to ensure joined-up working and good communication.

Our consultants attend Tunbridge Wells Hospital to review patients and help with their symptom control. Our Doctors are committed to improving all palliative care services across the wider health service in our area and as such are involved in teaching medical students, Doctors and other healthcare professionals; university lecturing; research and audit activity and strategic planning with local GP groups.

![Hospice in the Weald Medical Director Helen McGee on the In-Patient Unit.](image)
Nursing at the Hospice in the Weald is delivered by a single team. We consider ourselves to be colleagues regardless of the area in which we work or the grade at which we work. Our common aim is to provide the best care we can. There are roughly 100 members in the nursing team; the words nursing, sister or matron feature in the job title of every member so they are identifiable to all as a Nurse. Volunteer Nursing Assistants wear lilac uniforms, Nursing Assistants grey, Staff Nurses light blue, Sisters navy blue, and Matrons navy with white spots. Clinical Nurse Specialists, Advanced Nurse Practitioners and the Nursing Director do not wear uniforms.

Our team philosophy is to enable patients and their families and carers to get as much from their remaining life as possible, we focus on living not dying. We want you to remain in control, we encourage family and carers to deliver as much hands on care as they feel comfortable with. We want to work with you, your families and carers.

Our highly experienced teams work very closely together, in delivering your physical, psychological and spiritual care. Alongside the therapists, chaplains, catering and housekeeping teams, we ensure you are cared for holistically and as an individual.
9. **Therapies**

Therapies can be accessed across all our Services. There are many benefits of therapy, some of which include:

- Provide relief from symptoms of disease
- Enhance independence so that you can carry on living as you wish
- Promote rehabilitation so that you are not debilitated by things we can stop

**Complementary Therapy**

Complimentary therapies seek to support and complement conventional/mainstream healthcare practices, calming the body, mind, emotion and spirit with gentle treatments.

Complimentary therapists wear a pink uniform and work alongside Doctors and Nurses to offer:

- Aromatherapy
- Massage
- Indian Head Massage
- Reflexology
- Reiki Therapy

More details about these therapies can be found on our website www.hospiceintheweald.org.uk

**Creative Arts**

Creative arts enables you and your family, to express what matters to you through an art form of your choice such as:

- Memory Books and Boxes
- A Poem or Prose writing
- A Photo collage
- A video or DVD
You don’t have to be artistic to benefit and enjoy creative therapies. Our Creative Artist will work with you to help you make decisions about content and layout, and is on-hand to provide technical support five days per week. In addition to working with you on a one to one there are also opportunities for you to get involved in group art projects, both at the Hospice and out in the local community.

**Occupational Therapy**

The Occupational Therapy Service aims to maintain quality of life, encourage independence within realistic goals and support you and your family in adjusting to your changing abilities.

Home visits can be arranged. Please speak to a member of the nursing team or a Hospice in the Weald Doctor. An Occupational Therapist can also see you during an In-Patient admission, if you attend the Hospice Day Service or if you are a Hospice in the Home patient. An occupational therapist wears a white uniform with green piping.

An Occupational Therapist will assist with:

- Managing everyday activities like getting dressed, washing etc.
- Getting around indoors
- Conserving energy
- Coping with fatigue and breathlessness
- Relaxation techniques
- Getting out and about
- Information and advice regarding specialist equipment such as wheelchairs or stair gates
- Making recommendations and arrangements for minor home adaptations

[Therapist Ruth and Patient Norman having reflexology.]

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Physiotherapy

Physiotherapy treatment is open to any patient and uses a range of treatments and exercises to:

• Improve or maintain physical functioning
• Improve quality of life and support patients’ wishes to remain living their lives to full potential

Common problems that the physiotherapy may help you with are:

• Reduced mobility
• Tiredness
• Shortness of breath
• Muscle weakness
• Pain

If you would like to find out more or be referred for any therapy please speak to your Doctor, Nurse or another member of staff. A physiotherapist wears a white uniform with navy blue piping.
On our website www.hospiceintheweald.org.uk you have the option to click ‘Hospice Care:Link’ in the top navigation bar. This area of the site enables you, or your next of kin on your behalf, to set up a private, secure user account.

Hospice Care:Link is an online communication tool on which you can share information about your health or personal condition easily with loved ones and a wider network of your choice, no matter where they are in the world.

We understand that a terminal illness diagnosis is overwhelming. There is much to take on board and alongside this many of our patients have expressed how difficult it is to ensure that people who care and want to support them are kept up to date on developments to their health and well-being.

Hospice Care:Link gives friends and loved ones the chance to write messages of encouragement in a patient’s guestbook, and lets patients share photos and videos as well as calling up every day help in the “task list” – for example, “Is anyone available to drop me to the Hospice this morning for Hospice Day Service, please?”

Most importantly, your news and updates will be as private or public as you want them to be. Friends and family can access your page online, but only provided they have been invited by you via email to do so and therefore have your permission to receive your updates.

Hospice Care:Link exemplifies what is important to us at Hospice in the Weald; providing compassionate, individualised, holistic and supportive care to our patients, their families and carers and ensuring Hospice care is at the heart of everything we do.

If you would like to set up a Hospice Care:Link account then our website has all of the information you will need to do so including a ‘how to’ guide.

For further support please don’t hesitate to ask a member of staff or contact Josh Enser - Communications and Marketing Intern, on 01892 820542 or josh.enser@hospiceintheweald.org.uk
Spiritual Care

Spiritual care is an important part of the holistic care that we offer. Some of your concerns may relate to sense of meaning, purpose and hopes for the future when faced with illness. Some people may have a religious faith to support them, while for others questions of faith and belief feel more difficult and complex at such a time.

The Chaplain is available for you, whether you have a faith or not, either within the Hospice or, by arrangement at home, to discuss any spiritual matters of concern. The chaplain is supported by a team of volunteers and chaplains and can arrange a visit by a leader from your own church or religious tradition as requested.

The Labyrinth on site at Hospice in the Weald is nestled in our beautiful gardens overlooking neighbouring orchards and is available for all to use as they wish and many find a source of spiritual inspiration and peace.

With its classical seven circuit design the Labyrinth has one path that winds into the centre and then out again and is wide enough for wheelchairs. Following the path as a meditative walk can help to bring body, mind, heart and spirit in harmony as you breathe in the air around you. Labyrinths date back at least 4000 years. It can be a beautiful way to connect with nature and can be a metaphor for our journey through life with its beginning, middle and end.
Our Quiet Room is open to everyone providing a peaceful space for reflection. It includes candles that can be lit to remember someone and a Butterfly Tree to add a drawing or note for a loved one too (which is especially appealing to children). You will also find a book here to write poems, prayers and reflections. Prayer books from different faiths and traditions are available and we also hold our In Memoriam Books here with the names of all of our patients that have died.

On Monday – Friday there is a Gathering with prayers – all visitors are welcome to attend.

The beautiful Quiet Garden can be accessed through the Quiet Room and also provides a place for quiet reflection. The Quiet Room and Quiet Garden with its gentle water feature are always available for our patients, families and carers to use at any time.
12. Volunteers

“Hospice in the Weald is happy and proud to be dependent on our Volunteers. They are vital members of every service and every department. We train our volunteers and support them. They are valued by us and the patients.”
– Rob Woolley, Chief Executive

Teamwork is the key to our success and our volunteers are very much part of the team that has evolved as the organisation has grown. We are always looking to build our existing teams and we are keen to expand opportunities for those who wish to volunteer. Many of the ideas for volunteer roles have come from volunteers themselves.

Volunteers help provide all those extra services that make Hospice care special. The greatest benefit to the Hospice is that by volunteers giving their time freely more care can be provided at no extra cost to the charity.

Our receptionists and gardeners are volunteers as well as our Volunteer Nursing Assistants, therapists and shop assistants. All of our Services and Departments are supported by volunteers.

Volunteer Sue working in our coffee shop.
Support for Carers and Families

If you are looking after someone and providing important care to that person, then you are considered to be a carer.

At Hospice in the Weald we are able to offer a variety of services to assist you in your caring role including:

• Applying for disability benefits
• Signposting to other organisations for assistance with other benefits and advice
• Support visits from our Volunteer Home Support Team
• Counselling
• Spiritual Support

If you would like any information or advice regarding Carer Support please contact Louise Latham on louise.latham@hospiceintheweald.org.uk or 01892 820500

Patient carers at one of our carer support sessions.
Benefit Advice

Disability Benefits

Our Benefits team may be able to assist you with applying for Attendance Allowance (AA), Personal Independence Payments (PIP) and for a Blue Badge. These are non means-tested disability benefits. Attendance Allowance is for those over 65 years old and the personal Independence Payment is for those under 65 years.

For those families who are suffering severe financial difficulties due to cancer, we may be able to assist you with an application for a one-off Macmillan Grant.

If you would like assistance with applying for these benefits; please speak to a member of your nursing staff who will liaise with the Carer Support Team.

Patient Eileen and Hospice in the Home Clinical Nurse Specialist Serena.
15. Information Leaflets

The following leaflets are available both to download from our website at www.hospiceintheweald.org.uk or you can ask any member of staff for a printed version:

- A guide to making an Adverse Comment or Complaint
- Bereavement Support
- Blood Transfusion
- Cardiopulmonary Resuscitation
- Coping with Bereavement
- Complementary Therapies
- Counselling Support
- Creative Arts
- Hospice Day Service
- Hospice in the Home
- Funeral Directors
- In-Patient Unit
- Music Therapy
- Occupational Therapy
- Physiotherapy
- Spinal cord compression
- Spiritual Care
- Strong Painkillers and Driving
- Supporting a child when someone in the family has a terminal illness
- Symptoms & Concerns
- Using Medicines beyond their licence
- What to do When Someone Dies
Confidentiality & Data Protection

Hospice in the Weald is committed to Data Protection and we take great care to ensure that patient records are looked after properly. We aim to comply with all current legislation. During a visit or stay at the Hospice, you may be asked for information for us to give the correct care and treatment.

The patient record covers all aspects of your treatment. All information is kept on a secure computer or paper record (or both) and may also include x-rays or photos. Within the Hospice, people involved in caring will have access to patient records to enable them to provide the most appropriate care. We may also need to share some information with other people involved in your treatment, such as your GP, hospital doctor, community nurse or social worker.

We may also share your information with the Care Quality Commission, our regulator. They will also keep your information secure and confidential but may contact you to discuss our services. Anyone who has access to patient records is under a legal duty to keep this information confidential.

All patients have a right to privacy and we owe you that duty of confidentiality. However, if agreed by you, we will keep your carers, family and friends up-to-date with relevant information. We will not give sensitive details to others without your consent. You also have the right to change your mind about who can and cannot have access to your formation.

You have a right to access your own Health Record. This can be done informally by asking the person treating you if you can see your notes and if they would go through them with you. For more formal access and copies of notes, patients are asked to contact the Nursing Director. When a patient is first visited they are asked if they would like to have copies of correspondence sent to clinical colleagues. If at any time you have any questions about your records you should not hesitate to talk to a member of staff.
Comments & Concerns

Hospice in the Weald aims to achieve excellence in all areas and to provide the best possible standards of care in meeting your needs. Occasionally however, things may not happen in the way you or we intend and we encourage you to let us know about this as it helps to improve the care we offer.

If possible, matters should be raised in the first instance with a relevant nursing, medical or support staff either verbally or in writing. If the response is not satisfactory or you wish to take the matter further, a written notice may be sent to the Hospice addressed to the Nursing Director, Peter Ellis, Hospice in the Weald, Maidstone Road, Pembury, Kent, TN2 4TA.

We will send an acknowledgement of the receipt of any complaint/concern within three working days and will begin a thorough investigation. Following this, a formal written response will be sent from the senior investigating member of staff within 20 working days. In this situation, an interim response will be sent informing you of the progress that has been made and a date by which it is hoped that the investigation will be concluded.

I want great care

On the 4th January 2016 we joined with many UK organisations in conducting a rolling patient focused survey. It is called I Want Great Care. Patients, families and carers can go on line or reply via a hard copy and complete a very brief questionnaire. You may have seen these now appearing in hospitals and GP practices. We are pleased to make you aware of this national programme and ensure you, our patients families and carers are able to feedback. Please take a look either by going onto: www.hospiceintheweald.iwgc.net or collecting a leaflet in the main reception, Hospice Day Service or the Inpatient Unit.

For more information contact Amy Dedman – Executive Assistant on 01892 820552 or email amy.dedman@hospiceintheweald.org.uk alternatively contact Jo Yardley – Organisational Development Lead on 01892 820513 or email jo.yardley@hospiceintheweald.org.uk
### 16. Frequently Asked Questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Why have I been referred to Hospice in the Weald?</strong></td>
<td>If you did not refer yourself then your GP, or hospital Doctor/Nurse or District Nurse has referred you to Hospice in the Weald so that you and your family can benefit from our specialist palliative care to improve any symptoms you may be experiencing, your quality of life and to support you during your illness.</td>
</tr>
<tr>
<td><strong>Where does my GP fit into this?</strong></td>
<td>The GP is ‘in charge’ of your care at home even if the Hospice is involved. Hospice in the Weald’s Clinical team works very closely with your GP and always talks to your GP about any changes in your medication.</td>
</tr>
<tr>
<td><strong>Do Hospice in the Weald Clinical Nurse Specialists take over from my District Nurse?</strong></td>
<td>No. The District Nurse will continue to be involved with your nursing care. The Clinical Nurse Specialists and the team focus on symptom control, support and advice with the Staff Nurses and nursing assistants providing nursing care and support.</td>
</tr>
<tr>
<td><strong>Will I be able about to come to Hospice in the Weald as an in-patient if I need to?</strong></td>
<td>We will do everything we can to support you at home but if this is not possible we secure a bed for you when required. However, sometimes there is a slight delay of a few days. If this is the case, then your nursing team will talk to you about arranging extra help at home or may help you explore other care settings if this is more appropriate.</td>
</tr>
<tr>
<td><strong>I have made an Advance Decision to Refuse Treatment (previously called a Living Will) Who should I tell?</strong></td>
<td>As well as telling your GP and Hospital Doctor you can also discuss this with your Hospice in the Weald care team. Your wishes are recorded on our database accessed by all staff. If you like to consider making an Advance Decision, the information and forms you require can be obtained from your nursing team.</td>
</tr>
</tbody>
</table>
Hospice in the Weald has the facility to provide basic life support in the event of a heart attack whilst awaiting emergency transfer to an acute hospital. There will be opportunity to discuss this with you and your family and carers. You are welcome to see a copy of the Hospice in the Weald policy on resuscitation or to discuss our approach to treatment with a member of staff if you have any concerns.

If your condition stabilises and hospice palliative care services are no longer appropriate, hospice care can be temporarily suspended. This will be fully discussed with you in advance. It is very easy for the Hospice to become involved again if the need arises and you can contact us to discuss this at any time.

Hospice in the Weald aims to achieve excellence in all areas and to provide the best possible standards of care to meet the needs of our patients, families and carers. Occasionally however things may not happen in the way you or we would like and we encourage people to let us know about this, as it helps us to improve the care we offer. If possible, matters should be raised in the first instance with a relevant nursing, medical or support staff either verbally or in writing. If the response is not satisfactory or you wish to take the matter further, a written notice may be sent to the Hospice addressed to the Nursing Director, Peter Ellis, Hospice in the Weald, Maidstone Road, Pembury, Kent, TN2 4TA.
17. Management of Hospice in the Weald

Hospice in the Weald, is a registered charity established in 1980, is regulated by the Care Quality Commission and is designated as an independent Hospital. Inspections are carried by the CQC under their new regulations of Safety, Effectiveness, Responsiveness, Caring, and Leadership. Our latest inspection can be viewed on our website at www.hospiceintheweald.org.uk and is on display in reception. Nursing Director Peter Ellis is our designated Registered Manager and is responsible for all aspects of care at Hospice in the Weald.

The Charity is governed by a body of Trustees. Authority for the day-to-day management of the Charity and its subsidiary companies is delegated to its appointed Chief Executive, supported by the Hospice Leadership Team who have specialist and individual skills. The Trustees meet regularly to review the strategy and performance of the charity and to set objectives, operating plans and budgets and to approve the annual audited accounts.
Support your local Hospice

Hospice in the Weald needs to raise over £7 million every year just to sustain our current work. As we are not part of the NHS we are reliant on the people who give their money and time from our local community to enable the Hospice’s philosophy of care to reach more and more patients.

All of our care is offered free of charge to all patients, families and carers. Every donation, no matter the size, is important in helping us continue to provide our vital services.

5 things you could do to support Hospice in the Weald:

1. Sign up online at www.hospiceintheweald.org.uk to join one of our fundraising events like the Moonlight Walk in June or 10K run in September
2. Help us build Britain’s first Cottage Hospice and donate towards the campaign
3. Volunteer in one of our 26 Charity Shops
4. Join our Hospice Lottery for just £2 a week (and be in with the chance to win £1,500 or smaller prizes every Friday)
5. Set up a £15 regular monthly gift to come automatically to the Hospice providing much needed guaranteed income to help us plan ahead

For further information on any of the above please contact Sarah Raine – Fundraising Manager on 01892 820526 or sarah.raine@hospiceintheweald.org.uk
Lymphoedema Patient, and Hospice volunteer, Muriel with Specialist Nurse Celia.

Nurse Caroline and patient Reginald enjoying the Hospice Gardens.
Hospice Care:Link

Hospice Care:Link is an online communication tool in which you can share information about your health or personal condition easily online with loved ones and a wider network of your choice, no matter where they are in the world. It is available to use directly on the Hospice in the Weald website:
www.hospiceintheweald.org.uk