



St Peter's
Hospice



Patient Guide

Your guide to care

by St Peter's Hospice

stpetershospice.org

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How St Peter's Hospice can help you

If you're reading this booklet, it's likely that you, or someone close to you, has been referred to St Peter's Hospice for support with an advanced illness.

A referral to the Hospice may be a relief for you, or you may be scared about what this means. Whatever you're feeling, you probably have a lot of questions. Our team is here to answer them, and help you make the right choices for you about the next stages of your care.

This booklet will provide a guide to how the Hospice can help you, by sharing some of the most common things our patients ask us, but it can't cover everything we do. You'll find much more information on our website or you can speak to one of our team by calling St Peter's Hospice **24hr Advice Line on 0117 9159430**.

If you need the information in this booklet to be translated, please go to our website and follow the instructions below.

1. Visit stpetershospice.org/patientguide.
2. Click on this button at the top of the page where you will see a new toolbar appear. → 
3. Next click on this button to choose your language. → 
4. You can select from over 100 languages including 35 from text to speech.

You can either read the guide on screen or print it out in the same way you would any other web page. If you need any help with this, please contact us on the **Advice Line 0117 9159430**.

What is hospice care and support?

Our goal is to help our patients live well to their last day, and to support their families and friends up to and beyond that point. Everyone is unique, we provide support with this in mind. Lots of people come to us with the misunderstanding that support from the Hospice is only available in the last days of someone's life and only in the building when most of our care is provided in the community.



“My view on hospices has changed completely since I've been here. It's a comforting place where I would encourage anyone to come.”

Paul, Hospice patient



Who the Hospice supports

The Hospice focuses on the person, rather than their disease. This means we can support you medically, physically, psychologically, socially, and spiritually, depending on your needs. Our staff have a high level of expertise and aim to support you through the times when you need it most.

Our goal is to support everyone who needs specialist end-of-life care when and where it matters most to them. That means we provide professional care within the Hospice, on the phone or in the place you call home.



Bristol Cityscape

We want everyone to feel welcome, valued and respected, whoever they are and wherever they're from.

St Peter's Hospice is not affiliated to any particular faith; our approach is to support people of all faiths and none.

What happens once you have been referred?

New patients are mostly referred to us by a health or social care professional such as your GP or Community Nurse, or by your hospital team.

After you've been referred to us, you will receive a telephone call from one of our Nurses to discuss what happens next. The Nurse will talk you through the Hospice services and support available and address any urgent issues. You are unique, the nurse will offer specific services based on your individual need at that time. If things change, we adapt to support your changing needs. Please let us know if you have any communication or learning needs that we can support you with.



You are unique, we provide support with that in mind, and your care can be changed as your needs change.



Advance Care Planning

Some people value the chance to let us know their views, preferences and wishes about their future care, so that these can be considered if they were ever unable to make decisions for themselves. If this is something you would be interested in, our team will be able to discuss this with you and involve anyone who is important to you.

What happens if you, or your family, need advice about your care?

There is a 24-hour telephone Advice Line available to you every day of the year. **Just Call 0117 9159430.**



Anyone living with a progressive, life-limiting illness (or their carer) can call the Advice Line, even if the patient is not currently under our care.

At busy times a member of the administration team or our answer phone ensures that no call is missed, if you leave a message a Nurse will always return your call.

Emergencies

In the event of an emergency, if you need urgent or immediate medical assistance, please call 111 or 999.

People you might meet in the Hospice team

The Hospice is staffed by highly trained professionals, and you may meet some or all our teams whilst we are supporting you. Our team will also work with others who are involved in your care, such as your GP or Community Nurse. This means we can provide joined-up care and can bring in the right professionals or volunteers to you depending on your circumstances.



"I had no idea then what help they could offer, but I was quickly contacted by social workers, and community nurses. In the very beginning I got lots of practical support"

Pauline, patient



Nurses

Nurses are an integral part of many of our Hospice teams, working both in a patient's home, care homes and the Hospice building. They provide high quality care and support tailored to meet each patient's physical, social, spiritual and emotional needs.



“The nurses just slotted in. They were like old friends, even the ones who only visited a couple of times. They were completely professional but so natural.”

Melanie, family member



Inpatient Unit

Doctors

Our Doctors are specialists in palliative medicine. They work across the organisation both in the community and the Inpatient Unit, offering advice to help your physical and psychological symptoms to reduce distress and discomfort, personalising their care to your specific needs.

Health Care Assistants (HCAs)

HCAs are essential to the care we give. Our HCAs are well-trained, experienced staff who work within our clinical teams to care for you in every setting.

Therapists

Our Occupational Therapists, Physiotherapists and Therapy Assistants work with patients and their families setting goals, enabling people to remain as independent as possible, enhancing a sense of wellbeing and control. Our Complementary Therapists work with patients using therapies to support general wellbeing, provide relaxation and help with feelings of isolation.

Psychological Therapies Team

Finding out that you or someone you are close to has a life-limiting illness can have a huge impact on your emotional wellbeing. Talking to someone can help. Our Psychological Therapies Team is dedicated to supporting the emotional wellbeing of our patients, those close to them and the bereaved. Alongside our listening therapy, you can get involved in a range of other therapies including music, art, mindfulness and body-based practises. Our team sees people individually or in any kind of family group. They work with all age groups, including young children affected by the illness or loss of a loved one.



“St Peter’s Hospice felt like a peaceful place and Dad was well looked after. There was an effort to get to know the patient and everyone went that extra mile to look after Dad. No ask was too small for the staff, and we felt that they were looking after us too.”

Jamie, family member



Spiritual Care team

Our Spiritual Care team is dedicated to offering a respectful, inclusive service to support people of all faiths, or of no faith, whether they are a patient or a Carer. Their hope is that people from all traditions will feel at home in their care. The team is ready to support you, whether you need someone to talk to, have an ongoing faith need, are questioning your faith, need help arranging sacraments or simply need someone to sit with you. If you would like a visit from your own faith community, our team can arrange this for you.

Social work team

It can be helpful to talk about your needs with a Social Workers, as they may be able to find practical ways of helping you as well as offering emotional support. Our Social Workers help patients, families and carers with a range of social and practical issues. Our social work team are able to help either where a patient calls home, as an inpatient or through our Day Service. Our Social Workers can help by:

- supporting people at risk
- supporting Carers
- responding to benefit enquiries and applying for grants
- dealing with housing concerns
- talking through home care and nursing home options
- providing general advice on wills
- liaising with other agencies, such as Social Services advocacy

Hospice Volunteers

The Hospice has a team of amazing volunteers who help in all sorts of practical and supportive ways. At the Hospice itself, you'll find them on our Main Reception, running the Coffee Shop, in our Day Services, on the Inpatient Unit and maintaining our wonderful gardens. In the community our volunteer Drivers support transport needs and our Hospice

Neighbours can help with everyday tasks, like shopping, or a bit of company for you at home. We also have a team of specially trained volunteers providing support as part of our Psychological Therapy Team and our Spiritual Care team providing pastoral support.



Volunteer Driver

What support you might receive at home

Where we care

Did you know? 80% of our care is in the community

The place you call home



“I will never forget the support and kindness of the Hospice at Home team who visited our home and helped us.”

Rob, family member



Many of our patients express the desire to be at home. We can support you in your home, depending on your wishes and medical needs. If you live in a nursing home, we can provide support there. The care you receive at home will be carefully planned to meet you and your family's individual needs. You might receive:

- Telephone advice from our Advice Line Nurses
- Contact from a Community Nurse Specialist to provide advice and support to help manage physical, psychological, emotional, spiritual and social issues associated with illness, which may involve medication suggestions
- A review by one of our Doctors for symptom management
- Contact from a Social Worker, Physio or Occupational Therapist to look at how you can be best supported in your environment
- Contact from one of the Psychological Therapies Team
- Contact from one of our hospice neighbour volunteers who can provide practical and social support
- Care provided by our Hospice at Home Team

Care on the Inpatient Unit

There are occasions when patients may benefit from the intensive input and support provided by the IPU. Patients are admitted based on the urgency and complexity of their needs, rather than a waiting list. The Inpatient Unit offers short term care, on average, most patients stay for about two weeks whilst their symptoms stabilise. Some people will be able to return home after their stay; others might move to a nursing home for longer-term care. Some patients may spend the last days of their lives in the Hospice.

What is staying in the Hospice like?



“To be honest, family visits to the Inpatient Unit at St Peter’s were bittersweet – but loved ones were able to see my wife, which was the most important thing. The staff made sure Claire was in a good place before we arrived and gave us space as a family.”

Andy, family member



All rooms are individual, with an en-suite bathroom and a view into the garden. Visitors are welcome, but there may be restrictions at times depending on current healthcare guidance. Our website will have the latest information.

You can find a tour of the Hospice on our website, and answers to lots of the frequently asked questions about smoking, meals, visitors, what to bring etc.

Parking

Parking is free at the Hospice. There’s plenty of nearby on-street parking too, so it’s easy for friends and family to visit. See our website for local transport links.

Day Services

There are a range of groups delivered by the team that patients can access. The Living Well Programme is designed to help patients adjust to and live well with a progressive life limiting illness. It is an eight-week programme for 2 hours per week, held in a positive and active environment. Our Fatigue and Breathlessness (FAB) five week course covers Goal Setting, Activity and Movement, Energy Conservation, Breathlessness, Sleep and Appetite, along with gentle chair-based exercises and a session of relaxation.

We also have a variety of volunteer led informal groups including arts and crafts sessions. Please visit our website for more information.

Informal Drop-In sessions

Our weekly informal drop-in sessions provide information about our services. This is a great opportunity for patients, family or friends to find out more about us, no pre booking is required. Do check our website for more details about timings and place. No clinical advice is given during these sessions.



Day Services



How the Hospice is managed and funded

Funding

St Peter's Hospice is a charity. All our services are provided completely free of charge for everyone in our care. We deliver essential expert care for patients and their loved ones, but only **20%** of our services are paid for by the NHS.

The rest is raised through our charity shops, and fundraising activities such as events. Gifts in Wills are also an important source of income, paying for the care of almost one in five of all our patients.

For information on making a donation, or to find out about our free Will-writing services, please contact our fundraising team on **01275 391400**.

How the Hospice is regulated

Our clinical care is regulated by the Care Quality Commission (CQC), the independent regulator of all health and social care services. The CQC carries out regular inspections to ensure we are providing safe, effective, compassionate, high-quality care. You can read inspection reports on our website, and on the CQC website at **cqc.org.uk**.



Hospice Garden

Charity Regulation

As a registered charity with the Charity Commission, we are governed by a board of Trustees who are collectively responsible for the governance, management, and administration of the Hospice. More information about our Trustees is available on our website. We are also registered with the Fundraising Regulator and meet the Code of Fundraising Practice.

Protecting your data

The Hospice keeps records about the healthcare and treatment you receive so we can deliver your care safely and effectively. Your data is protected under UK law. The Hospice has a Caldicott Guardian who is responsible for protecting the confidentiality of people's health and care information but also sharing appropriate information when necessary. Every healthcare provider must have one. Ours is Dr Anjali Mullick, Medical Director. You can find out more about how we protect and share data on our website in our privacy policy for patients, families and carers. For more details, please contact our Caldicott Guardian via email on anjalimullick@nhs.net or by letter.



Tell us what you think

At St Peter's we strive for continuous improvement and value all feedback which we use to inform and develop our services. Feedback can be in the form of a compliment or comment, complaint or concern. There are many ways to feedback to us about your experience of the care and support you have received or that of your family or friends. The website has information on how to feedback to us, alternatively speak to any member of the SPH team who can help direct your feedback. You can also write to us:

**Patient Safety and Quality Team
St Peter's Hospice
Charlton Road
Bristol BS10 6NL**

Email: **Patientfeedback@stpetershospice.org**



Hospice Garden

Still have questions?

If you have questions about anything related to the Hospice, we are always happy to take your call or answer your emails.

Key Contacts

In a life-threatening emergency, please dial 999 immediately

For urgent medical help call 111

For those receiving healthcare services from the Sirona community teams including District Nurses, Therapists and Support Workers:

Sirona Care & Health Single Point of Access

0300 125 6789

St Peter's 24-Hour Clinical Telephone Advice Line

0117 915 9430

St Peter's Carers' Line & Social Work Team

Mon – Fri 10am – 4pm **0117 915 9450**

St Peter's Community Nurse Specialist Team

Mon – Fri 9am – 4.30pm **0117 915 9493**

St Peter's Day Services and Therapy Team

Mon – Fri 9am–5pm **0117 915 9469**

St Peter's Psychological Therapies Team

Mon – Fri 8am – 4pm **0117 915 9544**

Hospice Neighbours

Mon – Fri 8.30am – 4.30pm **0117 915 9448**



St Peter's Hospice

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Tel: 0117 915 9400

stpetershospice.org

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