



East Lancashire
Hospice

... a special way of caring

We are a charity and rely on the amazing generosity of the communities of Blackburn, Darwen, Hyndburn and the Ribble Valley who give their time and money to ensure that we can continue to care for our patients each year.

If you feel you'd like to get involved with community fundraising, take part in our weekly hospice lottery or leave a gift in your will please contact the fundraising department on **01254 287012** or visit our website **eastlancshospice.org.uk** for more information.

Statement of Purpose

Essential Information



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Registered Charity No. 1075653

East Lancashire Hospice, Park Lee Road, Blackburn BB2 3NY
Tel Reception: 01254 287000 www.eastlancshospice.org.uk



East Lancashire Hospice A special way of caring

East Lancashire Hospice serves the population of Blackburn, Darwen, Hyndburn and the Ribble Valley. It is important to us that we provide care that is safe, effective, caring, responsive and well led. The following leaflet is intended to provide information to anyone who comes into contact with hospice services. Leaflets regarding individual services are available in the hospice or can be downloaded direct from our website: www.eastlancshospice.org.uk

If you require any other information that isn't detailed here, please ask one of the team who will be happy to help.

Core Values

- Ensure all patients with specialist palliative care needs have access to a range of services when they need them for as long as they need them
- Respect and respond to each person's identified needs regardless of age, race, status, gender, sexual orientation, religious beliefs or spirituality
- Support the continued professional development of all staff
- Secure sufficient resources to ensure sustainability and development of services
- Commit to working in partnership with local and national organisations

East Lancashire Hospice is committed to safeguarding the rights of patients and their families, promoting their wellbeing and protecting those at risk from harm.

Our Services

The hospice accepts patients who have an advanced and progressive life threatening disease with complex palliative care needs. This includes:

- Symptom Management
- Psychological, spiritual and complex social needs
- End of life care

All referrals are made via completion of a referral form, which is accepted from all professionals. Patients, relatives and carers may also refer to our Support and Wellbeing Services or access a range of these services in their own right.

Inpatients

The Inpatient Unit has 10 en-suite bedrooms and accepts admissions Monday-Friday with emergency admissions being considered at other times. The hospice does not offer medium or long term care, nor does it offer respite care.

Community Services

The community team provide input to enable people to live well in their own homes. This can include specialist nursing, overnight support and observation, daytime support and also signposting to other relevant services.

Outpatient Services

We provide a range of outpatient services. These include innovative hospice based support and wellbeing assessments designed to identify a person's preferences for support and intervention before providing the most appropriate therapy programmes to meet their individual needs.

- **Specialist Palliative Care Consultant and Medical Clinics** provide expert assessment and advice on symptom management
- **Clinical Nurse Specialist Assessment and Review Clinics** provide advice, intervention and emotional support for people with complex, changing needs and advanced disease

Support and Wellbeing

- **Creative and Support Therapies** Creative and support therapies provide a range of therapeutic activities that enable people to continue to experience a sense of wellbeing and achievement alongside others
- **Physiotherapy** The physiotherapy service promotes physical and psychological wellbeing and resilience to help a person maintain function and independence as their disease progresses
- **Bereavement Support** This service provides a safe, confidential and non-judgemental space in which to work through grief both in a group environment and a one-to-one basis
- **Complementary Therapy** Our complementary therapy service offers tailor-made courses of treatment which may include massage, aromatherapy, reflexology and reiki in order to promote relaxation, relieve stress and generate a sense of wellbeing
- **Occupational Therapy** This service works with patients to optimise their quality of life by supporting them to continue with their day to day routines and interests
- **Counselling** Our counselling service provides a safe, confidential and non-judgemental space to explore thoughts, feelings and emotions

Fundraising and Retail Department

The hospice relies heavily on the amazing generosity of the communities of Blackburn, Darwen, Hyndburn and the Ribble Valley who give their time and money to ensure that we can continue to care for our patients each year. The fundraising department work with many volunteers to achieve this goal by:

- **Organising events**
- **Promoting the hospice lottery**
- **Selling hospice merchandise**
- **Running hospice retail shops**

In the Hospice...

Staff

The clinical team is led by a consultant in palliative medicine and is supported by a team of multi-professional staff with extensive experience in palliative care.

All staff recruited within the clinical field have the relevant knowledge, skills and specialist academic qualifications to deliver the care that is required by patients and their families.

The hospice is committed to developing all its staff and actively supports personal and professional development that enhances the care they deliver.

Emergency Care

The hospice provides specialist, supportive and end of life care and is not an emergency unit. Where appropriate, in the event of a medical emergency, basic life support and resuscitation will commence. This can be discussed with the care team and the patient's wishes will be recorded within their hospice notes.

Use of Mobile Phone

Mobile phone use is not restricted in the building; however we do ask that the use of mobile phones is limited to maintain a peaceful environment. The Inpatient Unit has a dedicated cordless telephone which allows friends and family to speak directly to the patient.

Internet Access - Wi-Fi

East Lancashire Hospice provides free Wi-Fi access, available in patient areas. We aim to provide a high quality, reliable service to our patients, their families, friends and visitors. To respect privacy and to protect the security and integrity of our network and related systems, users will be required to 'accept' our Acceptable Use Policy prior to accessing our network.



Catering

The hospice has its own catering team and operates seven days a week. There is a restaurant available to all staff, patients and their relatives. We offer a diverse range of menus to meet cultural, religious and medical needs, however should patients require something not on our menus then we will do our best to meet their needs.

Multi-Faith Quiet Room

There is a multi-faith room which is available to use at any time for patients, families, visitors and staff.

Religion and Spirituality

The hospice recognises the importance of faith and spirituality. Patients are welcome to invite their own community faith leaders into the hospice for continuing support. All hospice staff have an awareness of spirituality and incorporate this into their delivery of care for patients.

Undergraduate and Post Graduate Students

The hospice provides a learning environment for a range of students, many who are taking post graduate training in both health and social professions. We are also registered to provide undergraduate training for student nurses. It is vital that we support the education of students in specialist palliative care; however if patients do not wish to be attended by a student, then this is accommodated.

Voluntary Service

This service aims to strengthen and complement the work at the hospice. Volunteers work in all departments of the hospice including clinical and support services, but also help in diverse areas such as flower arranging and gardening.

Nurse Call

There is a nurse call system throughout the hospice which can also be used in the garden area.

Smoking Policy

To protect both smokers and non-smokers from the danger to their health of exposure to second hand smoke, the hospice operates a no smoking environment in all hospice premises & grounds which applies to all patients & visitors.

Gardens

The hospice has beautiful landscaped gardens to the rear of the inpatient unit. There are quiet areas for patients, families and visitors to sit and talk and the area is wheelchair accessible. There is a water feature within the garden; therefore children must not be left unsupervised.

In the Hospice...

Infection Control

The hospice has an excellent track record of managing patient infection. Visitors play an important role in this and we ask that all visitors clean their hands on entering and leaving the building, paying attention to any particular advice they are given by staff.

Transport Service

Transport is available following an assessment of need for patients accessing hospice services.

Privacy and Confidentiality

Patient's Privacy and Dignity All patients are treated with respect and dignity and any discussion regarding their care and treatment is handled with the utmost sensitivity and is in private. Patients may be accompanied by a member of family or a friend should they wish.

How We Use Patient Information Any personal information held by the hospice is stored safely and securely in accordance with the law and is used to support the care we provide. Access to patient information is restricted to those who need to know in order to provide care.

Patients will be asked if they would like copies of any letters that are written about their care by hospice staff. All confidential information will not be shared with anyone else, including those close to the patient without their permission unless we are legally required to do so. We may at times, use patient information for other purposes such as:

- Checking the quality of care that we provide
- Managing and developing our services
- Sharing comments and stories that promote our services
- Protecting public health and wellbeing

In these circumstances we will anonymise details so that patients are not identified when we share information or we will obtain their specific consent.

Patients who do not want their information to be used in any way can tell a member of staff or write to our Clinical Services Manager. Their objection will be considered and where possible their wishes will be followed. When we cannot follow their wishes, we will contact them to explain why.

Access to Medical Notes Under the Data Protection Act 1998 patients have a right to access their health records. Requests to view records should be made to the Clinical Services Manager by the patient, relative or authorised representative as appropriate. Patients will be encouraged to examine these in the presence of the health care professional most directly concerned with their care.

A charge will be made per page for copies of all records. Relatives or patient representatives of a person who has died have no legal right to access the deceased records. The only exception is if there is some dispute around the care delivered which may lead to a claim for compensation which would be through their legal representative.

Contact and Complaints

Governance East Lancashire Hospice operates within a governance framework. The structure ensures the organisation has systems and processes to ensure the overall direction, effectiveness, supervision and accountability of the organisation.

Service User Feedback In order to gain a good understanding of the patient experience and effectiveness of our services, the hospice invites feedback from every person accessing our services. We also conduct surveys with organisations who make referrals to the hospice. Analysis of the feedback we get helps us to ensure we focus service developments and resources in the most effective way.

Complaints East Lancashire Hospice recognises that constructive criticism and complaints can be valuable to the organisation in maintaining and improving standards of delivery. Many concerns can be dealt with appropriately as they arise, however where concerns cannot be resolved informally and promptly, patients and carers can make a formal complaint. In the event of a formal complaint, please put the details in writing to: Chief Executive, East Lancashire Hospice, Park Lee Road, Blackburn, BB2 3NY. This will be acknowledged within ten working days of receipt followed by a detailed response in forty working days.

Complaints can also be registered with Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA. Telephone: 03000 616161

Registered Manager Mrs Lyn Stevenson BSc (Hons) D.P.N.S, Cert Ed RGN

