

Our Care



We're by your side

At East Lancashire Hospice we're proud to be a valued part of the community.

Everyone deserves to receive the care and dignity that a hospice provides. That's what we believe, that's why we're here, for the people of Blackburn, Darwen, Hyndburn and the Ribble Valley.

We provide specialist palliative care and support. But we're not just about the end of life, we're about the quality of life.

Whether in our hospice or receiving care at home, our patients and their friends and family are at the heart of what we do.

We're by their side, helping them make the most of life. Our holistic approach, centred on the individual's health and wellbeing, helps us achieve that together.

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Inpatient Unit

Our Inpatient Unit provides 24/7 support to people living with life-limiting illnesses across Blackburn, Darwen, Hyndburn and the Ribble Valley.

Our Inpatient Unit has 10 private rooms, each with en suite facilities and direct access to either the gardens or the courtyard; providing time to spend outdoors. We have two lounges and an overnight room for families to use when patients are in their final weeks or days of life.

There are many benefits of the Inpatient Unit, including 24-hour specialist palliative care and support. Friends and families are able to visit those close to them in a comfortable, welcoming environment, allowing them to spend valuable time together without the pressure of being a carer, while also receiving support themselves.

Service

Complex symptom management is provided on the unit. The nurses and doctors will assess the patients' symptoms and needs, and once symptoms are stabilised, the patient can return home or to their preferred place of care. Examples of complex symptom management could include pain relief, nausea/vomiting, breathlessness, agitation, restlessness, secretions and psychological support.

End of life care is also provided, supporting patients and their friends and families during the final weeks or days of life.

Our team of doctors are available 24/7 and regularly review each patient's needs, prescribing medication when required.

Referrals

Referrals can be made through healthcare professionals, such as a GP or District Nurse, and by self-referral. With the patient's consent, a friend or family member may also make a direct referral to the service.



What are the visiting times?

Visiting times begin at 10 am, with flexibility to accommodate each patient's individual needs and level of care.

Does the Hospice only provide care for patients with cancer?

No, not at all – this is a common misconception. We care for patients with a wide range of life-limiting illnesses, including both cancerous and non-cancerous illnesses.

How many visitors am I allowed?

We welcome as many visitors as you wish. We only ask that everyone remains mindful of other patients and their friends and families. At times, we may need to limit the number of people in a room to ensure each patient receives the best possible care and support. If this is needed, our staff may kindly ask visitors to wait in one of the two lounges available.

Can my friends and family stay over?

We offer an overnight room for friends and families, depending on availability. Each bedroom also has a recliner chair, giving friends and families the option to stay nearby to the patient, with pillows and blankets provided to ensure their comfort.

Can my pets visit me?

Pets are an important part of our patients' lives, and they are more than welcome to visit. We will discuss arrangements for this with you, and your friends and family, where appropriate, to ensure everyone's safety during your pet's visit.

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Hospice at Home

Everyone deserves compassionate, dignified care in the place they feel most comfortable – their own home.

Our Hospice at Home team provides a range of support to people living with life-limiting illnesses across Blackburn, Darwen, Hyndburn and the Ribble Valley.

Our flexible approach means we adapt our care to support our patients and their friends and families' changing needs; we deliver support at a time when specialised Hospice at Home care is needed.

Our team works closely with our patients and their friends and families to understand the range of existing community support available to them, and to enable independence and autonomy in decision-making and care planning.

Service

Our support is tailored to each patient's assessed needs, with care and support plans reviewed on a regular basis. We offer a range of care to aid existing community support, not replace it.

Often our services are only required for a short time, helping our patients to navigate current physical, emotional, spiritual or practical challenges.

Our team will work to understand our patients' needs. Identifying those which can be best met through the Hospice at Home service, whilst also helping to establish a network of community support to maintain wellbeing, safety and independence.

The Hospice at Home service works in partnership with other hospice and community services to help prevent avoidable hospital admissions and to support people's diverse needs from the comfort of their own home.

With consent, we can support our patients in sharing their preferences for care and support, so that everyone involved, now and in the future, understands their wishes.

Referrals

Referrals can be made through healthcare professionals, such as a GP or District Nurse.

How is the Hospice at Home team different from the Clinical Nurse Specialists?

The Hospice at Home team provides a range of supportive care services to promote physical, emotional and spiritual wellbeing for the patient and their friends and family; adapting to the patient's changing needs, and providing advice to maintain independence and autonomy in decision making.

The CNS team, however, are specialist nurses who provide specialised palliative care and support when patients have complex needs, which can't be met by other healthcare professionals.

Does the Hospice only provide care for patients with cancer?

No, not at all – this is a common misconception. We care for patients with a wide range of life-limiting illnesses, including both cancerous and non-cancerous illnesses.

How do I book/change my visit with Hospice at Home?

You can contact our Care Coordinators by calling 01254 965852 between 8am – 5pm.

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eastlancshospice.org.uk/referrals



Clinical Nurse Specialists

Our Clinical Nurse Specialists (CNS) team provide specialist palliative care and support for patients with complex symptoms, often when all other options have been explored by GPs and District Nurses.

We provide specialist palliative care and support to patients across **Blackburn and Darwen** from the comfort of their own home, and are available 7 days a week. If a patient is based in Hyndburn or the Ribble Valley, East Lancashire Hospitals Trust's CNS team will provide them with specialist care and support. There are many benefits to using the CNS service, some of which include improved quality of life, management of complex symptoms, support for friends and families, reduced hospital admissions, early intervention, and collaborative working with the GP, District Nurses and community teams; to ensure patients are cared for in their preferred place, where possible.

Service

The service provided ranges from complex symptom management, emotional/psychological support, advanced care planning, anticipatory clinical management, treatment escalation plans and medicine management and prescribing.

Our CNS team provide support, training and education to District Nurses, GPs and care homes to ensure patients are cared for in their preferred place.

Advanced Care Planning conversations and anticipatory clinical management plans help to ensure that patients' wishes are followed and help to prevent avoidable hospital admissions.

Our team can signpost and refer patients to other services outside of the Hospice, including services that provide support with finances and equipment.

Referrals

Referrals can be made through healthcare professionals, such as a GP, District Nurse, other hospice services or a Hospital Consultant or Specialist.

What is the difference between a Macmillan nurse and a CNS?

There is no difference. In Blackburn and Darwen, the Hospice CNS team provide this same role and are employed directly by East Lancashire Hospice; there are no Macmillan nurses available.

Our team provides specialist palliative care for the people of Blackburn and Darwen. We can refer to the Macmillan support hub for support with form-filling and benefits/entitlements if necessary, or patients and their friends and families can access the above service via the Macmillan Hub.

Can I get overnight support with the CNS team?

No, we are a specialist nursing service and do not offer overnight support. However, we could work with District Nurses, other care providers, and hospice services, if further support is needed.

What times do the nurses visit?

The nurses will arrange a day to visit and often offer morning or afternoon visits. Our working hours are 8.30 am – 4.30 pm, 7 days a week, including weekends and Bank Holidays.

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Creative and Support Therapies

Our Creative and Support Therapies (CaST) service offers a range of holistic activities and programmes designed to promote patients' wellbeing.

Patients are supported in a welcoming environment alongside others who may be facing similar challenges, giving them the opportunity to share thoughts, feelings and experiences.

The service encourages independence, and helps patients develop new skills and hobbies, allowing them to engage in meaningful and enjoyable activities.

Activities may include gardening, arts and crafts, singing, games, seated exercise, outdoor activities, discussion, and debate.

There are many benefits of Creative and Support Therapies, some of which include; enhanced wellbeing and independence, increased confidence, setting and achieving personal goals, sharing life experiences, building connections and friendships, and discovering new skills, interests and hobbies.

Service

Patients are supported by our team of Therapy Assistants to take part in a wide range of activities, helping them to learn new skills and develop new interests. The service has access to dedicated spaces, including an arts and crafts room, a room for singing and light exercise, an activity room, as well as outdoor areas and gardens.

Following an initial assessment to identify each patient's individual needs and goals, suitable activities or sessions will be agreed and attendance arranged.

Sessions are held Tuesday to Friday between 10.00 am and 3.00 pm.

Referrals

Referrals can be made through healthcare professionals, such as a GP or District Nurse, and by self-referral. With the patient's consent, a friend or family member may also make a direct referral to the service.



What times and days are the sessions in CaST?

Sessions are available Tuesday to Friday, 10:00 am to 3:00 pm.

Does the Hospice only provide care for patients with cancer?

No, not at all – this is a common misconception. We care for patients with a wide range of life-limiting illnesses, including both cancerous and non-cancerous illnesses.

How does transport work if I am unable to get to the Hospice?

Our team will work with the North West Ambulance Patient Transport service or with the Hospice's volunteer transport team to arrange transport; however, these are both subject to availability.

Do I need to bring lunch with me?

The Hospice's cafe, Café Retreat, offers a delicious range of food and beverages and is available for patients to purchase at a subsidised price; or there is an option to bring your own food.

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Bathing

Our therapeutic Bathing service is currently available to those diagnosed with a palliative, life-limiting and deteriorating neurological condition who, following assessment, are no longer able to access their own bath or shower at home, despite adaptations being made. Requests from other patients accessing our Hospice service with a palliative, life-limiting illness, other than a neurological condition, are also considered.

Bathing provides both physical comfort and emotional wellbeing, giving patients with life-limiting illnesses valuable time to relax, recharge and reflect, in a safe and supportive environment.

Benefits include: improved mobility, relief from pain and joint stiffness, and skin hydration.

Service

Each patient is carefully assessed to identify their individual needs and preferences. Following this initial assessment, an appointment may be made for the patient to visit the Hospice and enjoy a therapeutic bath or shower. Regular reviews will take place with the patient to ensure the service can continue to meet their needs safely.

A trained member of the team will accompany the patient throughout the session, providing support and assistance with getting into and out of the bath. Patients can relax while listening to music, enjoying soft, spa-like lighting, and experiencing the soothing jets and bubbles. Gentle movement or light exercise in the warm water may also be encouraged to help ease joint stiffness, tension and stress.

A drink of the patient's choice is provided to support complete relaxation, and comfort, dignity and privacy are maintained at all times.

Referrals

Referrals can be made through healthcare professionals, such as a GP or District Nurse, and by self-referral. With the patient's consent, a friend or family member may also make a direct referral to the service.



When is the Bathing service available?

Sessions are generally available Monday to Friday between 9:00 am to 4.30 pm.

Can I bring someone to accompany me?

You are able to bring someone to accompany you for your session.

What do I need to wear for the session?

When bathing, you are welcome to do so in swimwear, should you prefer.

Do I need to bring my own toiletries?

Towels are provided, but please bring your own toiletries.

How often and for how long can I access the service?

We will agree the frequency of the bathing appointments with you. This may vary dependent on availability and your changing needs and circumstances.

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Complementary Therapy

Our Complementary Therapy service supports our patients with their physical, psychological and spiritual wellbeing in either a one to one or group setting, and aims to support symptom management; giving patients a chance to reflect and recharge.

Complementary Therapy can provide many benefits, helping with pain, fatigue, nausea, restlessness, breathlessness, stress, anxiety, insomnia, and sleep difficulties. It promotes relaxation, and improves coping strategies when living with a life-limiting illness.

Service

Each patient is carefully assessed to identify their individual needs and preferences. Following the assessment, an individual therapy plan is put together to determine the most appropriate treatments. This could range from aromatherapy, reflexology, Reiki, guided relaxation, meditation, mindfulness and breathing techniques.

The calming, spa-like therapy room includes twinkling and mood lighting, aromatherapy diffusers, cosy blankets and a massage bed, providing a peaceful and relaxing space.

Referrals

Referrals can be made through healthcare professionals, such as a GP or District Nurse, and by self-referral. With the patient's consent, a friend or family member may also make a direct referral to the service.

Group Relaxation Sessions

As part of our Complementary Therapy service, we offer group relaxation sessions where patients can come together, relax, and share their experiences in a supportive group setting.

What techniques/methods do you use in Complementary Therapy?

An initial assessment would determine the most appropriate treatments; however, a range of techniques can be used, including aromatherapy, reflexology, Reiki, guided relaxation, meditation, mindfulness and breathing techniques.

What times and days are the sessions in Complementary Therapy?

Appointments are typically available on most weekdays between 8:30 am – 4:30 pm.

How many sessions do I get in Complementary Therapy?

Patients receive four one to one sessions, while group participants are offered eight sessions. All sessions last up to one hour.

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Physiotherapy

Our Physiotherapy team enables those with life-limiting illnesses to live as independently as possible, enjoying the best quality of life.

There are many benefits to our Physiotherapy service, such as improved strength, flexibility, balance and posture. We work with our patients to help build confidence and independence, helping them with daily activities, including walking.

Our team works with patients to set realistic goals which are important to them; no goal is too big or too small. Goals are reviewed regularly through open and honest communication, with alternative achievable goals agreed where needed. Physiotherapy helps to reduce the risk of falls, and helps manage life-limiting illnesses.

Service

The services provided range from home visits, assessments, group exercise and 1:1 treatment, both at the Hospice and at home. Following an assessment of the patient's needs, our team will create a personalised plan, helping our patient to achieve their goals.

We support patients to set personalised goals that focus on improving their quality of life, such as managing mobility, fatigue and breathlessness.



Referrals

Referrals can be made through healthcare professionals, such as a GP or District Nurse.



What times and days are the sessions in Physiotherapy?

Our team provides 1:1 support between Monday – Friday 08:00 am to 4:00 pm, both at home and at the Hospice. We also run two Strength and Balance group sessions at the Hospice, every Tuesday 11:00am – 12:00pm and Thursday 1:00pm – 2:00pm.

How many sessions do I get in Physiotherapy?

The number and duration of the sessions depend on your individual needs. Following an initial assessment, our team will develop a personalised plan and schedule sessions tailored to help you achieve your goals and improve your quality of life.

What should I wear to my appointment?

Comfortable clothing and appropriate footwear, such as trainers, should be worn to your physiotherapy appointment if available.

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Counselling

Our Counselling service is available to patients with a life-limiting illness, their friends, or family members. Sessions are provided face to face, online, or over the telephone. Couples counselling is also available.

Counselling provides a safe, confidential and non-judgemental space, where you can explore your thoughts, feelings, and emotions, develop coping strategies, receive support to overcome challenges, and consider possible solutions.

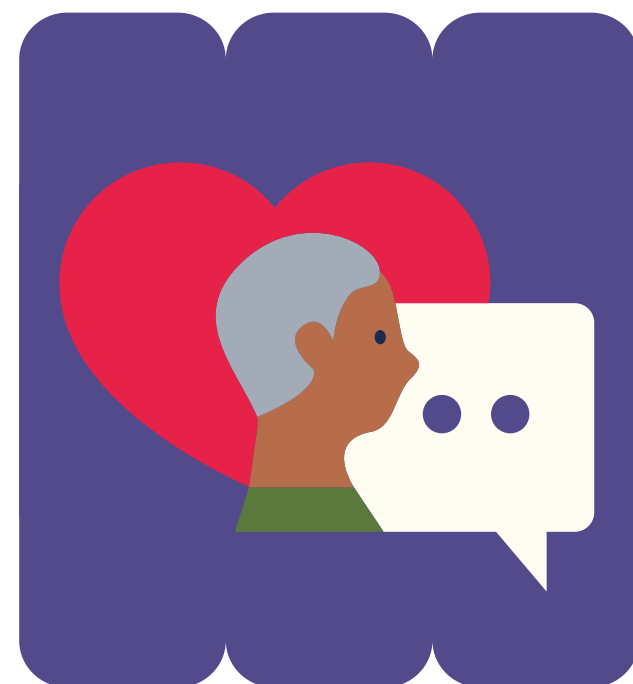
Service

Patients are supported by our team of qualified counsellors who are available to support both the patient and their friend or family member.

An individual assessment is undertaken to determine the individual's needs.

Referrals

Referrals can be made through healthcare professionals, such as a GP or District Nurse, and by self-referral. With the patient's consent, a friend or family member may also make a direct referral to the service.



What times and days are the sessions in Counselling?

The Counselling sessions typically run Monday to Friday, 8.30 am to 5:00 pm.

Does the Hospice only provide care for patients with cancer?

No, not at all – this is a common misconception. We care for patients with a wide range of life-limiting illnesses, including both cancerous and non-cancerous illnesses.

How many Counselling sessions do I get?

Patients and their friends and family can get up to six one to one sessions, lasting 50 minutes.

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Referral Criteria

We can only accept referrals to our Counselling service if the individual meets the following criteria:

- The individual is aged 18+
- The patient has been diagnosed with a life-limiting or palliative condition. Please note that friends and family members of the patient may also access counselling support.
- The individual is registered with a GP in either Blackburn, Darwen, Hyndburn or the Ribble Valley.

*Please note, we are unable to meet the needs of people with complex mental health or substance misuse difficulties.

Bereavement Support

Our Bereavement Support service is available to those registered with a GP in Blackburn, Darwen, Hyndburn or the Ribble Valley; who have experienced a death within the last three years.

Please note, when accessing the Bereavement Cafe, the number of years since the death does not apply.

Sessions are provided face to face, online, or over the telephone. There is also an option of group support and couples sessions. We also have a drop-in Bereavement Cafe available for people to attend.

Bereavement support sessions provide a safe, confidential and non-judgemental space; where you can explore your thoughts, feelings, and emotions, develop coping strategies, and receive support to overcome challenges, and consider possible solutions.

Service

Patients are supported by our team of trained Bereavement Supporters. An individual assessment is undertaken to determine the individual's needs. Following this, a group session or a one to one session will be agreed.

Our Bereavement Cafe is also available and provides individuals with a space to talk, listen and engage with others who may be in a similar situation. No booking is necessary, and people are free to drop in and attend the sessions.

Referrals

Referrals can be made through healthcare professionals, such as a GP or District Nurse, and by self-referral. With the patient's consent, a friend or family member may also make a direct referral to the service.



Referral Criteria

We can only accept referrals to our Bereavement Support service if the individual meets the following criteria:

- The individual is aged 18+
- The individual has suffered a bereavement within the past 3 years.
- The individual is registered with a GP in either Blackburn, Darwen, Hyndburn or the Ribble Valley.

*Please note, we are unable to meet the needs of people with complex mental health or substance misuse difficulties.

What times and days are the Bereavement support sessions?

The Bereavement support sessions are typically available, Monday to Friday, 8.30 am to 5:00 pm.

How many Bereavement support sessions do I get?

Individuals can get up to six one to one sessions, lasting up to 50 minutes. Group sessions are provided over six consecutive weeks, and are 90 minutes per session.

When is the Bereavement Cafe?

The Bereavement Cafe runs on the first and third Monday of each month, 1:00 pm – 3:00 pm at Cafe Retreat (located in the Hospice).

Please note, sessions do not run on Bank Holidays – contact the Hospice for rescheduled dates.

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Hospice



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