

Salisbury Hospice at Home are based at Salisbury Hospice and funded by Salisbury Hospice Charity.



Reg. Charity 1123314
www.salisburyhospicecharity.org.uk

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If you need this information in another language or medium (audio, large print, etc) please contact Customer Care Team on 0800 374 208 email: customer.care@salisbury.nhs.uk.

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

The evidence used in the preparation of this leaflet is available on request. Please email patient.information@salisbury.nhs.uk if you would like a reference list.

If you are unhappy with the advice you have been given by your GP, consultant, or another healthcare professional, you may ask for a second (or further) opinion.

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information

Hospice at Home



What is Hospice at Home?

For many people what matters most to them at the end of their life is to remain at home with those people who are important to them and surrounded by all that is familiar to them.

Hospice at Home provides nursing care to support patients and their families in their own homes. The service is provided in the latter stages of a life limiting illness. The service is provided by nursing assistants and registered nurses who have been trained at Salisbury Hospice. Having a Hospice at Home carer allows your family members to get a good night's sleep or take a break during the day, knowing you are being safely and professionally cared for. Hospice at Home can be accessed via your Clinical Nurse Specialist and is subject to availability.

We offer support to assist with:

- practical care needs
- listening to your concerns
- emotional support for patients, families and care givers
- identifying changing health needs
- working with other services to make sure you receive appropriate help when you need it.

What to expect when you have Hospice at Home

Salisbury Hospice at Home staff will:

- wear a uniform and carry ID
- be awake during the night
- need any information left by District Nurses and whom to contact in an emergency
- need to know if you have any special needs or routines
- need to know where to find extra bedding or towels
- need to know if you need help with any medication.

Please could you help by providing the following?

- a light available for use during the night
- a kettle available to make hot drinks- the carers will provide their own food
- a comfortable chair.
- heating available – especially at night
- the nursing assistant will need access to bathroom facilities and a toilet.
- liquid soap and paper towel for handwashing.
- please could we encourage you and your family not to smoke while

our care staff are with you. We realise this is a matter of choice but need to point out that the choice to smoke may restrict the care staff we have available.

How do I contact the service?

Contact hours:

Monday - Friday 8am-4.30pm

☎ 01722 425113 ext 2938

Weekends/public holidays 9am-4.30pm

☎ 01722 425113 and ask to speak to the Community Sister.

Salisbury Palliative Care Service offers after hours telephone support service to provide advice on issues that cannot wait until the next working day.

☎ 01722 425113

Valuing your views

We understand that even the smallest things can make a big difference. Your thoughts and views are important to us and we would very much appreciate your feedback.

You can do this by contacting the Team Leader or Co-ordinator on 01722 425113 Ext 2938