

Focus on Living Centre

Including information about day hospice, therapeutic activities and one-to-one appointments

ARTS & CRAFTS



COMPLEMENTARY THERAPY



CREATIVE WRITING



RELAXATION

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...welcome to St Oswald's Focus on Living Centre

We've put this booklet together to let you know about the services on offer within our Focus on Living Centre, who you might meet and other important information.

An introduction from Kath Clark, Day Services Manager



Hello,

Before you read more about our services within this booklet, I wanted to provide a short overview of what you can expect from our Focus on Living Centre.

The centre offers a range of services and activities, designed for people living with a life-limiting condition. We are continually developing the services on offer, hopefully making sure there is something on offer that is right for you.

To help us to do this, everyone referred to the Focus on Living Centre will be offered the opportunity to come along to meet the team and jointly agree which service would be best for you. I'd strongly recommend you take up this opportunity to make sure you are getting the most from our support.

As well as our traditional day service, which we call our Day Hospice, we run courses and therapeutic activities every week, and one-to-one appointments with our specialist staff. Find out more about all our services on the next few pages.

We look forward to welcoming you to our Focus on Living Centre soon.

Kath

How can we best help and support you

Once you have been referred to the Focus on Living Centre you will be invited to come to an appointment so that we can discuss your care. This appointment will be with a member of the nursing team and usually lasts approximately an hour. If you have been referred from another service within St Oswald's we may just contact you via telephone to discuss which of our services may be most appropriate.

You may bring a friend or family member with you to this visit. Please complete the forms that have been sent to you before your appointment and bring them with you to your appointment. Please also remember to bring any medication you may need to take over the time of your visit.

The purpose of the visit is to find out a little bit more about you, to discuss how best we are able to meet your needs and to agree a plan of care with you. It will also help us to decide which service in our Focus on Living Centre is the most appropriate service to meet your needs.

We want you to feel as comfortable as possible during your visits. If you would like an informal visit prior to your assessment this can be arranged by contacting us using the contact details listed on page 19.

Each patient is treated as an individual and reviewed regularly at our multi-disciplinary planning meetings. If your needs change we may end an episode of care, and look to see if there are other services to best meet your needs. With your permission, we will always keep community teams informed about any plans for reviewing and planning your care.

Making sure you are comfortable

You might want to request a chaperone to be present when you visit the Hospice. This might be a friend or family member, or another clinician in the Hospice. If you require a chaperone for your appointment, please let us know before you come in to the Hospice. Occasionally, under certain circumstances, a clinician may also request the presence of a chaperone (who would only be present with your permission).

Transport

St Oswald's Hospice patient transport service offers a bespoke service, which is available to Focus on Living Centre patients wherever possible. You may however choose to make your own way to the Hospice.

Volunteer drivers can pick you up from home and drop you off at St Oswald's for the day. They can also drive you back home afterwards.

All new patients will receive a letter about the patient transport service. If you'd like to use the service please read the letter and call our patient transport service who will be able to book transport for you.

If for any reason you cannot attend one week, it's important to let the Transport Department know as soon as you can so they can cancel your transport and make it available to others. You must then let the Transport Department know when you are attending again so they can restart your transport. If you forget to restart your transport you will not be picked up to attend Day Hospice or your Focus on Living group.



Therapeutic activities

Our therapeutic activities and short courses provide an opportunity for people to come together and learn new skills, or manage symptoms of their condition.

People who attend sessions often tell us that courses have allowed them to share memories, be creative and have helped to improve their wellbeing.

With plenty of course on offer, there is something everyone. To find out more, ask a member of the team for a calendar of activities, but here is a taster of the courses on offer:

Arts and craft sessions

During these sessions you will be encouraged to take time out to relax and be creative!

Arts and crafts sessions have included: ceramics, printing workshops, mirror making, amongst many others.



Creative Writing

Creative writing can be therapeutic, creative and fulfilling. Any work you produce can be based on memories, images and personal experiences as well as current thoughts, feelings and emotions.

Positive Steps - seven week course

Positive Steps provides an introduction to St Oswald's and our services. We offer advice on benefits and entitlements, diet and nutrition, tips on fatigue and stress management, relaxation and visualisation, complementary therapy and support for you and your carer.

Relaxation - eight week course

Relaxation sessions can help to release tension in your body, reduce the symptoms of stress, relax your mind and promote sleep.

"Before I came to the Hospice, I'd never tried arts and crafts before. The staff and volunteers in the craft room encouraged me to have a go at silk scarf making on my first visit and I was just hooked! Since then, I've tried painting, pottery and even made a small stool! It's given me a new focus and lease of life."

Day Hospice

Our Day Hospice offers symptom management and support to patients during the day.

The nurse-led unit provides an environment to meet people in a similar situation to you. You will also have the opportunity to meet with other specialist hospice staff and volunteers who we will introduce later in this booklet.

What can I expect?

On your arrival you will be greeted initially by one of our auxiliary nurses or volunteers who will help you to settle into Day Hospice and offer you a drink.

Over the course of the day you will be assessed by one of our nurses to identify any changes that have occurred since your last visit and whether we need to liaise with community teams on your behalf to improve your experience at home or in other settings.

Your day can be as busy or as relaxed as you want it to be. You can simply rest, chat with other patients and staff, or you can join in with the activities throughout the day.

A typical Day Hospice day runs from 10am - 3pm, with refreshments and lunch provided throughout the day.

Meals

Each day you will be given a choice of menu. Our catering team adapts food choices to a number of different diets and can cater for people who require pureed food, or Kosher and Halal food. Please let your nurse know if you require a special diet. All meals and refreshments are provided free of charge.

Complementary therapy

Complementary therapies are treatments used alongside conventional medical treatment to help patients feel better physically, emotionally and psychologically. Both you and your main carer can benefit from these at St Oswald's.

Jayne Welch, Complementary Therapist, tells us more:

“Complementary Therapy can help restore general wellbeing, and when the body is relaxed it can often cope more easily with the everyday stresses and strains of life.

“Therapies can benefit patients suffering from anxiety, stress, low mood, depression, pain, muscle fatigue and tension, memory and concentration problems, insomnia, constipation and circulation problems.”

All our therapists have a recognised qualification, professional membership in complementary therapy and are fully insured. We do not, at any time, offer treatment as an alternative to prescribed care, or advise patients to accept it as such. Treatments are only given following a careful assessment by a qualified practitioner who may also consult your doctor.



“I suffer from tension headaches and the sessions really help to relieve them, as Complementary Therapy helps me to switch off. Having some time-out, just for me, is fantastic. Afterwards, I feel incredibly relaxed and refreshed.”

Physiotherapy is available and may be included in your care plan if appropriate.

Physiotherapists use a range of treatment techniques to restore and maintain movement and function to the body.

Michelle Wallace, physiotherapist, explains more:

“Our work in the Focus on Living Centre is varied and personalised. We assess each patient and decide on realistic and achievable treatment goals. Our aim is to help each patient maintain their level of independence and help adapt to any changes in their mobility and function.

“This includes strengthening, conditioning, breathing and balance exercises, acupuncture for pain relief and sweats, provision of walking aids and other mobility equipment and liaison with external agencies such as those for wheelchair provision or adaptation.”



Social work

We have a dedicated Social Worker who has specific responsibility for social work in our Focus on Living Centre.

Our social worker works alongside the other members of the Focus on Living team to provide support to patients, families and carers, enabling them to manage emotional, practical, financial and social concerns.

Terri, a Social Worker, explains:



“I work in partnership with patients and families to ensure that they remain in control and make choices that are right for them.

“My role in the Focus on Living Centre includes carrying out assessments to arrange appropriate care and support at home for patients, working closely with Health and Social Care Professionals inside and outside the Hospice and referring patients and families on to other specialist services.

“I am also available to offer advice to patients and their families about topics such as claiming benefits, getting legal advice and accessing family support services.”

Our Social Workers see patients, families and carers in our Focus on Living Centre but can also visit you at home should this be required.

Occupational therapy

Occupational therapy support is available to promote independence and improve your quality of life

Our Occupational Therapist said:

“We have a problem-solving approach to our care and aim to meet the unique needs of each and every patient. This can involve home visits to assess your needs and abilities and meetings with your family and carers to ensure we are also supporting them appropriately. This might also include ordering and installing specific equipment in your home to enable you to cope better with your condition and changing circumstances.

“Part of our role as Occupational Therapists is to help patients identify what activities and interests are meaningful to them. We deliver relaxation, fatigue management sessions and horticultural therapy too - all with a fun-centred approach.”



Our Occupational Therapists liaise closely with other professionals within the community and external agencies involved with your care if appropriate.

Chaplaincy Team

Chaplaincy is very much part of the care team at St Oswald's. The Chaplaincy Team are here to listen to you, whatever you would like to talk about.

Davina, our Chaplain, explains more:



“Coming into a hospice can be a difficult and stressful time. Any of us can feel spiritually or emotionally unsettled. These feelings are natural and normal but can affect your sense of wellbeing and wholeness, as well as your ability to cope.

“Sometimes it can be really helpful to talk to someone about any anxieties and concerns you have, about what is important to you and about trying to make sense of things - and that's exactly why we're here. We do not pretend to know the answers, but we will be alongside you as we explore things together.”

Support is available to everyone, whether or not you have a particular faith. If you follow a particular faith, Davina can support you to practise your faith in the way you wish.

The Chapel is open all day and available to everyone for a time of quiet or prayer. Many people find it helpful to light a candle, to write a prayer request or to just sit quietly for a while.

A short service is held daily Tuesday-Friday which you are welcome to attend as part of your time with us.

The team are also able to help with planning for a funeral and can conduct the service for you when the time comes if you wish.

Our volunteers

At St Oswald's, we have over 1200 volunteers, who donate their time and skills to support staff in almost every aspect of our work.

Some volunteers work directly with patients, others provide crucial support behind the scenes or in our shops.

Without the support of our volunteers, we simply could not provide all our vital services to local people.

The role of our Focus on Living Centre volunteers

Volunteers are trained to work alongside staff to ensure that a high standard of individual care is provided.

Volunteer roles are varied and you will see many during your visits to our Focus on Living Centre.

Volunteers are available to chat and listen to patients throughout the day, to accompany patients to treatment rooms and activities and to help co-ordinate mealtimes alongside other tasks.



Important information

Health and safety

We are committed to ensuring the health and safety and welfare of everyone who use our facilities, so far as is reasonably possible. We also fully accept our responsibility for other persons who may be affected by our activities.

If you have any concerns or identify anything you feel may be a risk to anyone, please let us know as soon as you can.

Should you have an accident or experience a 'near miss' whilst at St Oswald's, however small or insignificant you feel it might be, please speak to your nurse or course facilitator who will follow this up for you.

Infection control

St Oswald's recognises the importance of infection control and uses standard precautions in tackling the spread of infection.

We have a number of information leaflets available which detail the most common infections, how to deal with them and help prevent viruses spreading. If you would like any of these leaflets, please speak to your nurse.

One of the main ways we can all help to stop the spread of infection is by regular and thorough hand washing. Washing our hands can prevent over 45% of infections from spreading. To ensure we wash our hands as thoroughly as possible, there is a step-by-step guide next to every sink in St Oswald's.

If you've had an episode of vomiting or diarrhoea, please wait 48 hours from the end of your symptoms before attending to prevent the spread of infection.

We would ask that all visitors use alcohol gel when they enter and leave the Hospice. Many thanks.

Important information

Safe and sound

Please be reassured that staff receive regular training on what to do should there be a fire. For all of our security, CCTV and controlled access protect the building 24 hours a day.

Data protection

St Oswald's safeguards your personal information in line with the Data Protection Act 1998. As well as adhering to our Information Governance Policy & Procedure, our staff and volunteers must also follow our Confidentiality Policy and Information Management & Security Policy. In doing so, we ensure that we can keep your personal information safe and secure.

We keep information about you in both paper and electronic format. This includes information from your health records and other personal information.

There may be occasions where we need to share your details with colleagues in other health care settings, like your GP or Community Nurse, as part of our collective commitment to your care. Whilst it's vital that those concerned with your care have access to the information that they need, it's also important that you and your carers can trust that personal information will be kept confidential and that your privacy is respected.

If you'd like to obtain a copy of any of our data protection policies, have a query about how we protect your personal data, or would like a copy of the personal data that we hold on you, please speak to your nurse.

If you would rather we kept your personal information strictly private, again please let us know.

Accessing your information

You have a legal right to apply for access to health information or other personal data held about you. If you'd like to access your health records or personal data held by St Oswald's, you must do so in writing using our request form and send it to Helen Eadington, our Corporate Services Director, at the address on the back of this leaflet.

A formal process – outlined in our Information Governance Policy – is then followed. Under the Data Protection Act, requests for access to records should be met within 40 days. However, as per our policy, we aim to respond within 21 days where possible.

What people say about us....

Here are some quotes from our patients. We thought you might like to hear from them what they think:

"I feel part of a group and I get lots of support, both mentally and physically. I meet patients who I wouldn't normally come in to contact with, and so many different staff and volunteers what I like the most is that everyone here just has a laugh and you get to have fun with them."

"Coming to the Hospice has given me a real boost. I was feeling so low, but it's given me something to look forward to."

"Every time I walk into St Oswald's, it's like receiving a big hug, just like someone is wrapping their arms around you. Everyone here is wonderful and incredibly kind, I'm just so grateful that I can come to use a service like this. "



Comments and suggestions

We are committed to providing quality services and are constantly seeking ways to improve the care offered to you, your family, carer and friends. Any suggestions or comments as to how we could improve our services are very welcome.

Feedback boxes are located in the Day Hospice reception area. Please complete the appropriate slip with your comments and suggestions. All comments and suggestions are given consideration and if possible the suggested improvements will be made. We acknowledge all identifiable suggestions.

Your opinion matters

Occasionally we conduct patient surveys and focus groups to gather feedback. This is to ensure we are providing relevant, quality services for you, and to comply with Care Quality Commission standards.

If you are asked for feedback, although it is not compulsory to take part, we would be very grateful if you could take the time to give us your honest feedback. You can also email your thoughts at any time to patientfeedback@stoswaldsuk.org

Complaints

Sometimes when you try to complain to an organisation, it feels as though you're talking to a brick wall. But at St Oswald's, we always welcome your feedback. We hope that you will not have cause for complaint but if you're unhappy with something, then please make sure you let a member of staff know. We'll always do our best to solve any problems or issues that you might have.

However, if you are not satisfied with this response, a formal written complaint should be made to our Chief Executive. We have a formal complaints policy which will be followed in the case of all written complaints. A copy of the policy is available from a member of the nursing team.

Contacts

To make a formal complaint, please contact:

The Chief Executive
St Oswald's Hospice
Regent Avenue
Gosforth
Newcastle upon Tyne
NE3 1EE

Tel - 0191 285 0063

Email - enquiries@stoswaldsuk.org

Or alternatively:

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

National Contact Centre Tel - 0300 061 6161

Email - enquiries@cqc.org.uk

Website - www.cqc.org.uk

Contact us

The Focus on Living Team telephone number is 0191 285 0063 extension number **2070**.

If you are unable to attend for any reason please let us know as soon as possible.

If you have any concerns or queries please don't hesitate to get in touch on the above telephone numbers. Messages can be left on our voicemail if no one is available to take your call. We will always get back to you.

Thank you for taking the time to read this information. If you have any questions please ask a member of the team.

There is a series of leaflets produced in-house which are available in the Focus on Living Centre reception. Please ask a member of the team if you can't find what you're looking for.

If you would like to know more about our work, please visit our website:
www.stoswaldsuk.org

Find us on:



We are a registered charity and rely on voluntary donations and legacies to enable us to care for patients and families.

This leaflet is available in a range of formats. Please ask a member of our team if you require a different format. Thank you.

St Oswald's Hospice, Regent Avenue, Gosforth,

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Telephone: 0191 285 0063

E-mail: enquiries@stoswaldsuk.org

Website: www.stoswaldsuk.org

Registered Charity No. 503386

