



St Oswald's  
Hospice

# Focus on Living Centre

Information about therapeutic activities  
and one-to-one appointments

Quality time for everyone

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# Contact us

**The Focus on Living Team, 0191 285 0063 ext. 2070.**

If you are unable to attend your appointment 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.

# Welcome to St Oswald's Hospice **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's right for you.

To help us to do this, everyone referred to the Focus on Living Centre will be offered the opportunity to have a virtual/telephone consultation, where we'll jointly decide which service would be best for you. I'd strongly recommend you take up this opportunity to make sure you're getting the most from our support.

**Kath**

# How we can best help support you

Once you have been referred to the Focus on Living Centre you will be contacted by phone. The purpose of the phone call is to find out a little bit more about you, discuss how best we are able to meet your needs and agree a plan of care with you.

Every person we care for is treated as an individual and your care is reviewed regularly at our multi-disciplinary planning meetings. If your needs change we may 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.



## Our services

During the coronavirus pandemic, keeping the people we support safe has been our main priority. Our services remain open with some creative changes in place to make sure you receive the care and support you need at this time.

**Our services include:**

### One-to-one support

This includes support through telephone, email or virtually through Teams, depending on your preference. Our team members can also offer home visits if we feel that's most appropriate for you.

We are continuing to offer face to face and virtual sessions for:

- Individual therapeutic activities.
- Symptom management and self-help techniques for breathlessness, sleep and fatigue.
- Patient and carer wellbeing sessions such as Relaxation and Complementary therapy.
- Cognitive Behavioural Therapy (CBT) and psychological support.
- Physiotherapy. This includes tripudio, a gentle movement and exercise class.
- Support from our Social Workers, including help with emotional, practical, financial and social issues.
- Occupational therapy.
- Music therapy.
- Spiritual care.
- Life story work.
- Carer support.
- Signposting/ referrals to other services.

## Virtual groups

We hold virtual groups on Teams for peer support, facilitated by members of our team.

The groups include our programme of therapeutic activities and short courses, which 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.

## Online resources hub

We regularly update our online support hub including information, self-help tips and resources to help you feel motivated. You can visit the hub at any time at

[www.stoswaldsuk.org/focus-on-living-centre-information-support-hub](http://www.stoswaldsuk.org/focus-on-living-centre-information-support-hub)

## Ambulatory care

Our ambulatory care service is for people with progressive life-limiting conditions who need planned treatments such as blood transfusions and infusions. As part of this service, we are working in collaboration with the Haematology team at the Northern Centre for Cancer.



“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.”

# IMPORTANT INFORMATION

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## Data protection

St Oswald's safeguards your personal information in line with the Data Protection Act 2018. A full copy of our Privacy Policy is available on our **website** or you can ask for a paper copy. We keep confidential personal and health information about you in both paper and electronic format and may share relevant information, with your consent, with other healthcare professionals involved in your care.

Please update us as soon as your contact details change. Please also let us know if there are other people you are happy for us to talk to you on your behalf such as a partner or other relative. We do not routinely share your information with the fundraising part of the hospice and therefore the fundraising team may not know that you are a patient as well as a supporter.

You have a number of rights under the Data Protection Act including access to the data we hold about you. If you would like access to your health records or have any concerns or queries about how we use and manage your information then please contact the data protection officer at **[dataprotectionofficer@stoswaldsuk.org](mailto:dataprotectionofficer@stoswaldsuk.org)**

## 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.

# Telling it like it is

## 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.

## 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](mailto: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.

## Contact Information

To make a formal complaint, please contact:

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

**0191 285 0063**  
**[enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)**

Or alternatively:

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

**0300 061 6161**  
**[enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**  
**[www.cqc.org.uk](http://www.cqc.org.uk)**

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

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



**St Oswald's  
Hospice**

**0191 285 0063 | [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)**  
**[www.stoswaldsuk.org](http://www.stoswaldsuk.org)**

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