

**A Guide for Health Care Professionals
Referring to DAY SERVICES**

Focus on Living Centre

Supporting patients to live well

Part of St Oswald's Hospice



**St Oswald's
Hospice**


Quality time for everyone

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"Everyone who knows me
knows how much I love
going to the Hospice.
I come out of my shell,
talking about my
feelings."

Focus on Living Centre
patient



"...all the worries go. It's a lovely
environment with great staff."
Focus on Living Centre patient



Hello,

I'm Kath, the Matron of Day Services at St Oswald's Hospice.

We know that many health care professionals think of the hospice as a place for 'dying' that only offers end of life care. However, at our Focus on Living Centre, we're very much focused on 'living'.

This leaflet is to explain how we can help your patients living with progressive life-limiting conditions, and how you can refer them to us.

We pride ourselves on our rehabilitative approach. We offer personalised, holistic care supporting palliative patients to live as well as possible with their condition. We also support patients' families too.

We are continually developing our services, working with the NHS and other health and social care partners to ensure we're meeting the needs of patients.

Please read on to find out more about what we do.

Best wishes,

Kath





Warmest
of welcomes to
St Oswald's Hospice
Focus on Living
Centre

Our **Focus on Living Centre**, is all about taking a rehabilitative approach to support patients with progressive, life-limiting conditions to live well.

Living with a progressive, life-limiting condition impacts the person's whole life and comes with many challenges – from physical symptoms or side-effects to dealing with practical issues, such as care planning, housing or money matters. And of course, it can have a real impact on emotional or spiritual wellbeing – and their mental health too.

"Being offered palliative care does not always mean that someone is going to die soon – often, palliative care is given over a long period of time, sometimes several years. It's about ensuring people get the right support or treatment they need, at the right time to make the most of their life."

Kath Clark, Matron
Day Services

We're here to help patients manage those challenges in the best way possible and improve their quality of life.

How Can We Help?

We offer personalised, holistic care with a focus on the patient's overall wellbeing, not just their condition.

Whether a patient is newly diagnosed with a palliative life-limiting condition or they've been living with it for a long time, you can refer them to our Focus on Living Centre. Even if they are having care/treatment elsewhere, they can still be referred to us.

The earlier in their palliative diagnosis a patient comes to us, the better for them –in fact, some patients have told us it really helped with their mental health and they wish they'd come sooner.

We have a multi-disciplinary team who work with patients to offer treatment, advice and support.

On the next page, you can see lots of ways we can help patients.



"...being able to attend the hospice is a very supportive experience. Peer support is available as well as caring supportive therapists."

Focus on Living Centre patient

Body (Physical Health)

How we can help...

- Pain and symptom management
- Medical clinics with specialist palliative care doctors
- Ambulatory Care (for example, transfusions and infusions)
- Physiotherapy
- Gentle exercise classes
- Occupational Therapy (including home visits to assess needs)
- Breathlessness and Fatigue management

Through a range of services, we take a holistic 'rehabilitative approach' to patient care. The following are examples of how we can help, but we are constantly adding to this based on patient need...

Emotional & Spiritual Wellbeing

How we can help...

- Complementary Therapies (reiki, massage and more)
- Relaxation sessions
- Spiritual Care (support for people of all faiths and none)
- Emotional 1-2-1 Support
- Music Therapy
- Peer support with others with similar circumstances

Holistic, Patient-Centred Care:

*Supporting patients
to live well*

Social (Social Needs)

How we can help...

- Support from our Social Worker (for emotional, practical, financial and social issues)
- End of life planning
- Signposting/referring to other services

This approach means we work with the patient to give lots of advice, support and information to help them live as well and independently as possible with their condition. This in turn helps them to self-manage and self-care.

Mind (Mental Health)

How we can help...

Psychological support – provided through the Newcastle Palliative Care Psychology Team who offer:

- **1-2-1 support** in the Focus on Living Centre or at home
- **CBT** (Cognitive Behaviour Therapy)
- **Mindfulness** sessions

Working in Partnership to provide more care services at our Focus on Living Centre

Working with external partners, we also run two services in the Focus on Living Centre that patients can be specifically referred to:

Ambulatory Care

Partnering with the Northern Centre for Cancer

Who can be referred?

Anyone with a palliative diagnosis (not just cancer) who require planned treatments, including but not limited to, blood transfusions and infusions.

Use the Focus on Living referral form to refer patients to Ambulatory Care (see page 12).

Combined Supportive Care Service

Partnering with Newcastle Hospitals NHS Foundation Trust

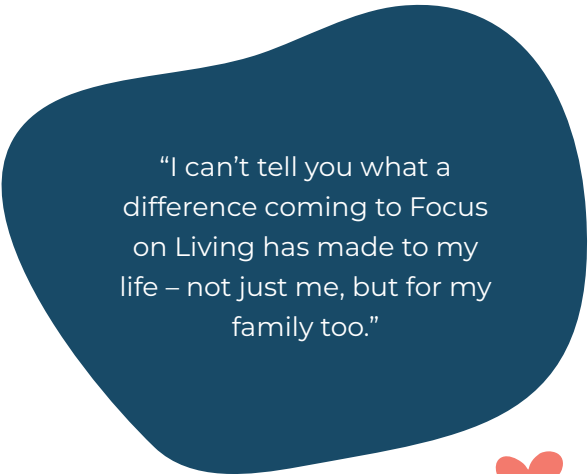
Who can be referred?

People living with a palliative diagnosis of lung cancer or mesothelioma.


They must have a frailty score of 5 or above and be experiencing functional disruption and have ongoing symptoms impacting day-to-day life.




What our patients say...



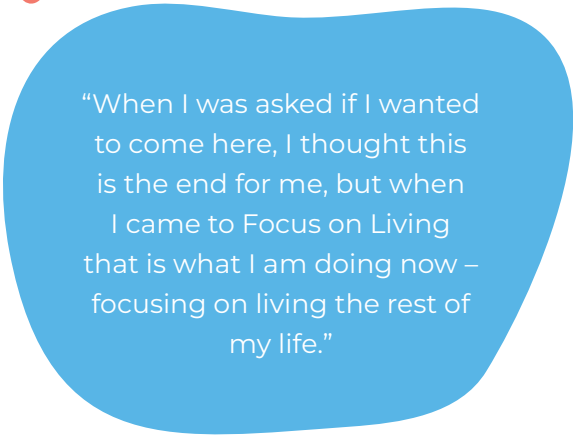
"I can't tell you what a difference coming to Focus on Living has made to my life – not just me, but for my family too."



"It is a unique place: everyone is so friendly and helpful."



"Coming to the centre made me feel normal again, not just a cancer patient."



"When I was asked if I wanted to come here, I thought this is the end for me, but when I came to Focus on Living that is what I am doing now – focusing on living the rest of my life."



"It's changed my life, the treatment and support I now get."



Supporting
patients to live
well

Referring Patients to the Focus on Living Centre

Who can refer patients?



Patients can be referred by any healthcare professional e.g General Practitioners, Consultants, District Nurses, Palliative Care Teams, Social Workers or any other healthcare professionals.

Who can be referred to the Focus on Living Centre?



We accept adult patients from Newcastle, Northumberland, North Tyneside and Gateshead. They must be living with a progressive, life-limiting condition considered to be palliative (i.e. non-curative) to be referred to this service.

We welcome patients early in diagnosis, as well as those who have been living with their palliative diagnosis for months/years.

What if my patient is unsure about being referred?



Please encourage patients to phone us themselves for a chat or to arrange a visit if they'd like more information.

How long do patients get support for?



Patients are assessed based on individual needs and their priorities for support or treatment. On average we initially offer around 6 sessions - this could be for example physio, complementary therapy or peer support. After this, patients are re-assessed and either offered more needs-based care or discharged.



Is Focus on Living Centre a free service?

Yes, as a charity, all our services are provided free of charge to patients and their families.

Do you offer patient transport to and from the Centre?



Yes – where there is a need, patients are offered free transport to and from their appointments at the hospice. This will be assessed on their welcome telephone appointment.

Patients attending Ambulatory Care or the Combined Supportive Care Service will need to access transport via NEAS (information will be provided to patients who need this).

How do I refer a patient?



Referrals can be made by completing our referral form and emailing it to us.

Visit **www.stoswaldsuk.org/referrals-to-adult-services** or scan this QR code to take you directly to our referrals webpage:



Email completed referral form to:
necne.referrals@nhs.net

What happens after a patient is referred?



STEP 1: **Welcome Call**

In which the patient will be invited to a first face-to-face appointment.



STEP 2: **First Appointment**

We'll chat with the patient and carry out a holistic assessment. We'll talk about their needs/challenges, identifying their priorities and concerns. We'll decide together their plan of care and which of our services may help.



STEP 3: **Further Appointments**

Patient attends appointments/sessions and receives the care and support they need.



STEP 4: **Reassessment and Review of Care**

We will talk to the patient to review their symptoms, priorities and concerns, to see if we can be of more help or end their care. We'll agree a plan or if appropriate signpost to other services. They can be referred again at any time in the future.

As the referrer, you will be updated about the patient's care plan every step of the way.

**Refer your patients to the
Focus on Living Centre today –
together, we can support patients to
live well.**

Any Questions?



Contact the team on **0191 285 0063**



Email: **enquiries@stoswaldsuk.org**

(Please note this mailbox is checked by non-clinical staff, please do not include any confidential/clinical patient information in your email. Your enquiry will be forwarded to the clinical team if required.)



**Want to view this
leaflet on our website
or view accessible
versions?**



Scan Here



If you'd like to be on our mailing list
for Healthcare Professionals – please email
enquiries@stoswaldsuk.org to sign up.



Want to know more about the Focus on Living Centre?

Scan to **watch our short film now** – meet our patients, staff and find out more about what we do...

Or visit www.stoswaldsuk.org/focus-on-living-centre



"I can't tell you what a difference coming to Focus on Living has made to my life – not just me, but for my family too."

Focus on Living Centre patient



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**0191 285 0063 | enquiries@stoswaldsuk.org
www.stoswaldsuk.org**