

# Patient Guide



**St Peter's Hospice**  
For Patients, Families and Bristol

[stpetershospice.org](http://stpetershospice.org)

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## Key Contacts

**24-hour Advice Line**

Tel: **0117 915 9430**

**Main switchboard**

Tel: **0117 915 9400**

**Fundraising office**

Tel: **01275 391 400**

St Peter's Hospice  
Charlton Road  
Brentry  
Bristol BS10 6NL

Tel: **0117 915 9400**

Fax: **0117 915 9473**

[stpetershospice.org](http://stpetershospice.org)

# Welcome to St Peter's Hospice

St Peter's Hospice is a local charity that cares for adults with progressive life-limiting illness. We provide support to patients with the physical, psychological, social and spiritual issues that can arise as a result of serious illness. We extend our support to those close to you. Our care is provided in a variety of ways in a number of different settings, depending on your needs and preferences.

This guide gives you more information about the Hospice services you might receive.



# Access to Hospice services

## **Who does the Hospice support?**

If you are an adult with a progressive life-limiting illness, you may benefit from our services. People under our care have a wide range of conditions, including cancer, heart failure, lung disease or progressive neurological illness.

People are often referred at a time when they have particularly difficult symptoms or problems that need further assessment and management.

## **How are people referred to the Hospice?**

People are referred to the Hospice by a health or social care professional such as your GP, district nurse or hospital palliative care team. You and your GP should always be aware of the referral and in agreement with it.

## **What happens next?**

Once you have been referred to the Hospice, a nurse from our Access Team will telephone you to establish how best we may be able to help you, and how quickly you need our assessment and support. We may also be able to direct you to other useful information or sources of support outside of the Hospice.

## **Ongoing contact with the Hospice**

Following assessment and whatever initial support may be most helpful, some people are then able to manage without ongoing Hospice care. They may be discharged, in the knowledge they can contact the Hospice at any time in the future to ask for further help.

Other patients may remain in regular contact with the Hospice.

# Our services

## Community Nurse Specialists

**Tel: 0117 915 9493**  
**(09:00 - 16:30 Monday - Friday)**

Our Community Nurse Specialists are experienced nurses with additional training in palliative care and communication skills. They can visit you at home to provide you and your loved ones help with symptom management, emotional support and social issues. They work alongside GPs, community nurses and other relevant professionals to ensure you are getting the right care, with the aim of improving your quality of life. They can help you make decisions about your current and future care. Your nurse will keep in contact with you through visits and telephone calls.

The Community Nurse teams work very closely with the wider Hospice teams and meet every week to consider further input that might be helpful. This could be a home visit or outpatient appointment with a senior doctor or referral to other services such as Day Hospice, Patient and Family Support, Hospice at Home or the Inpatient Unit for an admission.



## Hospice at Home

**Tel: 0117 915 9436**  
**(08:00 - 16:00 7 days a week)**

Our Hospice at Home service provides short-term hands-on nursing care to you in your own home. This care is provided by Registered Nurses and Senior Healthcare Assistants who are trained and experienced in palliative care.

We offer different levels of care depending on your needs. We particularly aim to support people who wish to die at home, offering direct care in the last week or two of life. Every effort will be made to provide continuity from the existing care team, however Hospice at Home also work closely with other care agencies.



Your GP and District Nurse will continue to visit and monitor your symptom control and comfort while you are receiving Hospice at Home care.

### Doctors

The Hospice has a permanent Senior Medical Team of doctors who provide specialist medical support to all our clinical services. They also supervise qualified doctors in training.

The medical team provides 24/7 support for our Inpatient Unit and for the Clinical Advice Line. Doctors are also available to see patients at home or in an outpatient setting.



## 24-hour Advice Line

**Tel: 0117 915 9430**

The Hospice runs a nurse specialist-led telephone Advice Line which is available to patients (or those involved in their care) and professionals 24-hours a day, every day of the year. If you are requiring urgent or immediate medical assistance however, please contact 111 or 999.

Between the hours of 8pm and 8am, all calls are answered by the nurses working on the Inpatient Unit. When they are very busy there may be a slight delay in their response to you, but you can leave a message and they will get back to you as soon as they are able.



## Inpatient Unit

**Tel: 0117 915 9431 (Open24/7)**

The Inpatient Unit has 15 single rooms. Our clinical teams work together to provide palliative care and support for patients who need more intensive help. On average, patients stay with us in the IPU for around two weeks. Some people will return home after admission, while others may be discharged to a nursing home for longer term care if they are not able to return home. Other people are very ill and spend the last stage of their life in the Hospice.

The team meet each morning to discuss admission requests from our Community Nurse Specialists, GPs and hospital colleagues. We plan admissions based on the urgency and complexity of patients' needs, rather than on how long someone has been on the waiting list. This means you may have to wait for a few days until a bed is available.

## Inpatient Unit

### Visiting

We encourage visiting to be between 11am and 8pm but we are happy to discuss visiting outside of these hours if needed. If you would like your relative to stay with you overnight, please talk to a nurse or other member of staff.

Children are very welcome to visit, but we ask that they are supervised at all times, and that all visitors are respectful of all other patients and visitors within the unit. Your pet can also come and visit you if it is well behaved.

### Parking

Parking is available in the Hospice car park free of charge. If the car park is full there is on-street parking available on the neighbouring roads.

There are also dedicated disabled parking spaces available.



### What to bring

If you are admitted to the Inpatient Unit you will need to bring all your current medicines with you. You will also need to bring in your own toiletries, clothing and nightwear. We are not able to provide a laundry service for your own clothing; you will need to ask a family member or friend to do this.

Your personal property remains your responsibility. If you have valuable items or excess cash we suggest you do not bring them in, or ask family members to take them home for safekeeping.

## Day Hospice

**Tel: 0117 915 9469**  
**(08:30 - 16:30 Monday - Friday)**

Day Hospice aims to provide a therapeutic environment that increases your sense of confidence and empowerment in living with your illness.

If you are referred to Day Hospice, you will go to the Hospice one day a week for approximately 12 weeks, normally arriving at 10am and leaving at 3pm. Day Hospice offers friendly support from staff, volunteers and fellow patients. You can also access support from many of the Hospice professionals if you have specific needs, such as an occupational therapist or social worker. Day Hospice facilitates small discussion groups related to issues that may be affected by your illness, such as anxiety, breathlessness and altered appetite.

### Drop-in sessions

Informal drop-in sessions are offered on Tuesday

afternoons, between 2pm and 4pm, for anyone who is referred to the Hospice or considering referral. The sessions are also designed for family members of patients. These drop-in sessions aim to provide a space to get support and learn more about what the Hospice offers.

There is no need to book, just 'drop in'.



## Fatigue and Breathlessness Management Course

We run courses to help you manage your fatigue and breathlessness more effectively and regain a sense of control. Courses focus on different areas of your life, such as energy levels, exercise, appetite, sleep, breathing control and relaxation, and are run by a physiotherapist, an occupational therapist and a nurse. Sessions last for two hours and are normally held on Tuesday mornings, but this may vary. If you would like to find out more, please talk to your Community Nurse Specialist.

## Complementary Therapies

**Tel: 0117 915 9469**

**(08:30 - 16:30 Monday - Friday)**

Complementary therapies are available to our referred patients. They can help you relax, help with sleep problems and generally help you feel better about yourself at difficult times. The team of highly qualified volunteers and employed complementary therapy coordinators can provide the following therapies:

- Aromatherapy
- Reflexology
- Massage
- Gentle touch

If you would like to use complementary therapies, let a staff member know and they will refer you to the team.



## Brentry reception and Coffee Shop

Our reception desk is open from 8am to 8pm and is supported by staff and volunteers.

They will help you to feel at home at St Peter's Hospice, introduce you to the right staff members, direct you to the right rooms and help you over the telephone.

Our on-site coffee shop offers drinks, sandwiches, and snacks. It is open from 10.30am to 6.30pm Monday to Friday and 11am to 5pm on weekends and Bank Holidays.

## Transport

If you do not have access to transport we can offer support to access all our services. Our volunteer drivers require you to be able to get in and out of their car independently. For those with mobility difficulties, we have our own wheelchair-adapted mobility vehicle.



# Patient and Family Support

**Tel: 0117 915 9454**  
**(08:30 - 16:30 Monday - Friday)**

Patient and family support is provided by a small group of services that collectively supports individuals and families who may be struggling to cope with the challenges of serious illness. The Patient and Family Support team can provide the following support:

## **Social Work**

Our social workers offer a listening ear, information on statutory rights and advice on care at home or in a nursing home. They may put you in touch with other specialists, such as benefits advisors.

## **Psychological Support**

When patients are referred to the Hospice it can be a difficult time for them and their families. Our aim is to help you express and explore how you are feeling. We may use art, music or talking therapies to do this.

## **Spiritual Care**

Our Spiritual Care team helps people explore questions of meaning and purpose. For some, this may include aspects of a religion or faith, but this is not always so. They can also help you to plan for the future and to make links in the community with religious and other groups.

## **Bereavement Support**

We continue to offer support to families and carers through bereavement if they wish. Support is offered by a team of trained volunteers and via groups. Some people find it very useful to have the opportunity to meet others in a similar situation to share their experiences.

## Physiotherapy and Occupational Therapy

Our team of physiotherapists and occupational therapists work with patients and their families to set goals, to enable people to remain as independent as possible and to increase a sense of wellbeing and control. They emphasise the 'doing' rather than the 'being done to' and this can help restore a sense of purpose and confidence.

They focus on:

- Advice about mobility and function
- Practical strategies to help families/carers support patients at home
- The provision of specialist equipment
- Techniques to cope with fatigue and breathlessness.

They play a key role in helping patients and families prepare for a return home from the Inpatient Unit and work with patients in the Day Hospice and in the community.



# Hospice Volunteers

**Tel: 0117 915 9448**  
**(08:30 - 16:30 Monday - Friday)**

St Peter's Hospice volunteers enable us to provide high standards of care and support for patients and their carers. Every volunteer completes a thorough induction and orientation process before being assigned to a role. Hospice Neighbours are a group of volunteers who offer social and practical support in your home. This could be popping in for tea and a chat, doing a bit of shopping or

accompanying you to an appointment.

Skilled Companions are trained volunteers who can visit patients on our Inpatient Unit for social contact and company. They can also offer gentle touch massage, eat a meal with you, watch TV together, do a jigsaw, or go for a gentle outing into the Hospice gardens.



# Other important information

## **CPR discussions**

At St Peter's Hospice we want to involve you in discussions about your future care, which may include decisions about cardiopulmonary resuscitation (CPR). Cardiopulmonary arrest means a person's heart and breathing stop. In some cases, it is possible to restart the heart and breathing with CPR. Many of our patients will be involved in discussions with their healthcare team which result in a 'Do Not Attempt Resuscitation' (DNACPR) decision. Please ask for our leaflet 'Cardiopulmonary Resuscitation Decisions at St Peter's Hospice' if you want more detailed information about our policy and how decisions are made.

## **Smoking**

Like all healthcare environments the Hospice building is an entirely non-smoking zone; this includes e-cigarettes. Patients are not allowed to charge e-cigarettes on site, therefore family members will need to take them home to recharge.

There is a designated smoking area in the Hospice grounds where patients are able to smoke until 8pm. Please note family members must not smoke on site at all. Hospice staff are not able to provide assistance to those who wish to smoke. We realise that not being able to have a cigarette when you need one can be stressful. For patients staying on our Inpatient Unit, we can offer nicotine patches, inhalers and gum.

# Your Feedback

As an organisation our aim is to provide the best possible services to anyone who has contact with us.

We are committed to providing a quality service to all our patients, carers and visitors. You are in the best position to judge how we are doing and we would like you to tell us when we get it right and importantly when we get it wrong in order that we can learn and improve.

## Concerns and complaints

Should you have a cause for concern please talk to a member of staff directly, as we want your experience of our care to be positive, and hopefully can resolve many issues immediately. If it is not resolved or you wish to make a complaint please contact our Director of Patient Care; Chris Benson by letter or email [chris.benson@stpetershospice.org](mailto:chris.benson@stpetershospice.org)

We will investigate your complaint fully in accordance with Hospice policy and update you with any actions that have been taken.

## IWantGreatCare

IWantGreatCare (IWGC) is a tool that enables you to give anonymous feedback. You can make a comment, suggestion or compliment about an area of our work by completing a short online survey at

[stpetershospice.org.uk/iwantgreatcare](http://stpetershospice.org.uk/iwantgreatcare)

or complete an IWGC questionnaire which are located around the Hospice. You may also be given one by a visiting Hospice staff member to return to us in the pre-paid envelope supplied. As IWGC is anonymous if you would like a response, please add contact details.

## How we are regulated

St Peter's Hospice is regulated by the Care Quality Commission (CQC) to ensure we provide people with safe, effective, compassionate, high-quality care. The results of inspections are published via our website [stpetershospice.org](http://stpetershospice.org) and also on the CQC website at [cqc.org.uk](http://cqc.org.uk)

South West Region  
Care Quality Commission  
Citygate, Gallowgate  
Newcastle-upon-Tyne  
NE1 4PA

Tel: 03000 616161  
Email: [enquiries.southwest@cqc.org.uk](mailto:enquiries.southwest@cqc.org.uk)

We also publish our quality accounts on NHS choices at [nhs.uk](http://nhs.uk) as well as on our website at [stpetershospice.org](http://stpetershospice.org)

## Trustee Board

As a registered Charity we are governed by a board of Trustees. Our Trustees are the people who are collectively responsible for the governance,

management and administration of St Peter's Hospice. They make decisions and work together through meetings of the Board of Trustees and smaller service relevant committee meetings. For more information please look on our website [stpetershospice.org](http://stpetershospice.org)

## How we use your information

The Hospice keeps records about the healthcare and treatment you receive. We need to use your data in order to deliver your care safely and effectively. We protect your data in line with UK law. To learn more about how we use your information, please see the Patients, Family and Carers Privacy Policy, which can be accessed on our homepage [stpetershospice.org.uk](http://stpetershospice.org.uk)

## Caldicott Guardian

Dr Anjali Mullick  
[anjali.mullick@stpetershospice.org](mailto:anjali.mullick@stpetershospice.org)

## How we are funded

St Peter's Hospice is a local charity and all of our care is provided free of charge. Over 80% of our funding comes from our community, who by choosing to support us are ensuring we can be there for their families, friends and neighbours when they need us.

Our aim is to ensure each and every one of the patients we support is given the chance to live their life to the very fullest, in the way they choose to live it. This is only made possible by supporters leaving gifts in their wills, making donations, supporting our chain of shops, events and other fundraising activities. Together we aim to improve the quality of living and dying for patients and their families.

Our fundraising team is always on hand to answer questions and support anyone who chooses to donate or to fundraise on our behalf.

For more information visit [stpetershospice.org](http://stpetershospice.org) email [communications@stpetershospice.org](mailto:communications@stpetershospice.org) or give us a call on **01275 391400** and we'll be delighted to help.

## Your story

Many of our patients choose to share their story with us. As a local charity, being able to share the life stories of our patients is invaluable in raising awareness of the Hospice. This ensures more people in Bristol and the surrounding areas know that we are there for them when they need us, and the far-reaching impact that can have both on themselves and their families.

We rely so much on the support of the communities around us. By sharing your story in local press, on our website or as part of our fundraising materials we can ensure people continue to support us into the future.

If you would like to tell your story about the care you are receiving at the Hospice please contact Johnny Flanagan, Head of Supporter Relations.

Email: [johnny.flanagan@stpetershospice.org](mailto:johnny.flanagan@stpetershospice.org)

or

Tel: 07549 487822

## Keep up to date with St Peter's Hospice

Keep up to date with St Peter's Hospice by following us on **Facebook**, **Twitter** or **Instagram**. Here you'll find updates on our services, any upcoming events and fundraising and volunteering opportunities.

You can also sign up online to our monthly e-newsletter by visiting [stpetershospice.org](http://stpetershospice.org), or email [communications@stpetershospice.org](mailto:communications@stpetershospice.org).

If you'd prefer to receive our tri-annual newsletters through the post, call us on **01275 391400** and we'll be delighted to add you to the mailing list.



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