

# A guide to our services

Caring for patients and their families facing  
life-limiting illnesses across North Devon



being there for all the family [northdevonhospice.org.uk](http://northdevonhospice.org.uk)

We provide specialist care to over 2,000 patients and their families each year who are facing life-limiting illnesses from across North Devon.

Our services include community services, inpatient care in our Bedded Unit and a Supportive Care service that includes bereavement support. Our services are delivered across North Devon by a highly skilled team of specialists, covering 800 square miles, at no cost to our patients or their families.

## Being referred to North Devon Hospice

You are most likely to be referred to the Hospice by another health professional who knows you. When a referral request is received, one of our Clinical Nurse Specialists will contact you to talk about how you feel the hospice can support you and your family. This is a guide to the services we provide.

## Community Services

Most of our patients are cared for in the comfort of their own homes through both our Clinical Nurse Specialists and Hospice to Home team. Through this care we can offer help with pain and symptom control as well as providing emotional, spiritual and practical support for the whole family.

### Clinical Nurse Specialists

Our Clinical Nurse Specialists focus on helping to improve your quality of life. They can help with managing any symptoms you may be experiencing, making plans for future care and getting support

from other services that may be of benefit to you, including our community volunteers. They can also help with talking about the impact of your illness and how you may be feeling. With your permission, they will work in collaboration with your GP, District Nurse

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and other health professionals to ensure you get the best care available to you. They are happy to visit you at home, or anywhere else that you feel comfortable, at a time that is convenient to you and your family. How often one of our nurses visits you will depend on your needs at the time.

You can talk to our nurses at any point about how the hospice can best support you and your family. Even if your usual nurse is not available, there is always a member of the team available to offer support over the phone (during office hours).

### **Our Clinical Nurses can offer:**

- Advice about managing symptoms
- Information and support
- Talking about planning your future care
- Accessing other services, including volunteers
- Support for you and family
- Financial information

**For more information on our Clinical Nurse Specialist service** please call us on 01271 344248 or email us at [info@northdevonhospice.org.uk](mailto:info@northdevonhospice.org.uk)



# Hospice to Home

We provide hands on end of life care in your own home to enable you to stay at home if this is your preference. The support provided can be a short-term intervention to help prevent a crisis from escalating or to avoid an acute admission. This service is available to patients who have been assessed by a healthcare professional and feel our service is appropriate to meet your needs.

Our Hospice to Home team look after patients and their carers who prefer to receive help at home. According to our availability we can often respond with a visit the same day as the referral. We offer both day support in the form of multiple day visits and night sits. We support our patients with symptom control, psychological support, personal care and practical help. We are specifically here for patients and their families who need more hands-on care and support towards the end of life.

Our healthcare support workers offer respite sits at night in patient homes which give families a valuable break.

Our Hospice to Home and Clinical Nurse Specialist teams work closely with GPs and other healthcare professionals ensuring that our patients have the highest level of care.

90% of our patients' preferred place of end of life care is at home. We try and ensure that where possible our patients are able to spend their final days at home rather in a hospital (or at our hospice, if that is their wish.)

All referrals to our Hospice to Home service are made on behalf of our patients by a healthcare professional.

Referrals can be made between 8.30am – 5pm, Monday to Friday by calling 01271 347246/7, or out of hours by calling 01392 822342. Referrals are accepted from all healthcare professionals.

“ Hospice to Home is absolutely amazing,  
because to start with it was just us, trying to  
battle our way through something we knew  
nothing about. It's quite incredible I think.  
We'd be lost without them ”



# Bedded Unit

We provide specialist palliative inpatient care for adults with complex problems associated with advanced progressive illnesses. This support is available to patients who have complex end of life care needs and require treatment for pain management or other distressing symptoms. We give this care 24 hours a day, 365 days a year, however it is not a long stay unit.

We offer accommodation in our seven room Bedded Unit. We have a high nurse to patient ratio, allowing us the opportunity to give dedicated support to patients with a variety of symptoms associated with a life-limiting illness.

We support our patients with symptom control and end of life care in our Bedded Unit. We aim to give our patients the care and support they need to make them comfortable. Around 60% of our patients are discharged after a short stay with us.

All requests for referrals to our Bedded Unit must be with the explicit agreement of the GP and/or relevant hospital consultant.

For more information on our Bedded Unit services please call us on 01271 344248 or email us [info@northdevonhospice.org.uk](mailto:info@northdevonhospice.org.uk)



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## Supportive Care Services

For patients and their families who are living with the knowledge that time might be short, the Supportive Care team offers a wide range of individual sessions and group workshops.

Together with each family, including children and grandchildren, we give space and time to explore what is important to them and discuss what may support their wellbeing and quality of life. Over the years, we have found that sometimes it is easier to talk more freely to someone who is not a family member and that being with people in a similar situation can really make a difference.

Individual sessions allow for confidential one to one support with a trained counsellor. We also have a team of complementary therapists who provide a range of different therapies.

We facilitate group activities and as we offer them in six week programmes, we are able to vary the content of each programme to meet the specific needs of the patients and their families that we have at that time. Past programmes have included well-being days, support groups for patients, support groups for carers and people who have been bereaved, 'Making Memories' workshops, mindfulness workshops, seated exercise, gardening, information sessions on How to Talk to the Children, nutrition, coping with anxiety and breathlessness.

Supportive Care services can be accessed at our main hospice site at Deer Park in Barnstaple or our outreach centre, The Long House, in Holsworthy. Supportive Care is available to adult patients who have a limited life expectancy and are in the palliative stage of their disease. We support friends, colleagues and relatives of that patient before and after their death, for as long as it is helpful.

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The bereavement service is also available to bereaved adults and children where a palliative care patient had been cared for outside North Devon.

The best way to get referred to us is by contacting your GP. For more information on our Supportive Care services please call 01271 347225 or email [info@northdevonhospice.org.uk](mailto:info@northdevonhospice.org.uk)



## Our Education Team

Our Education team supports our own clinical staff with training needs as well as other healthcare professionals, GPs and healthcare students across North Devon. They help to develop skills and confidence in working with people facing life-limiting illnesses.

We work alongside other healthcare professionals to ensure patients throughout North Devon receive the best end of life care, when they need it most. This includes offering our healthcare partners specialist training and educational opportunities.

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### **Where we offer our services**

We have been providing care for over 30 years. The majority of our care is provided within people's own homes. In addition to the care and support we provide throughout the community, we have teams based at two locations in North Devon.

#### **Deer Park, Barnstaple**

Our main site is based on the outskirts of Barnstaple. Our patients and families can access a wide range of care and support services, including our 7 bedded in-patient unit.

North Devon Hospice, Deer Park, Barnstaple, North Devon EX32 0HU.  
01271 344248.

#### **The Long House, Holsworthy**

Thanks to fundraising throughout the community, we opened the doors of our second building in 2015. This purpose-built outreach centre is adjacent to Holsworthy Medical Centre. Patients and their families can access a range of Supportive Care services including group support, complementary therapies and one to one support.

The Long House, Dobles Lane, Holsworthy, North Devon, EX22 6GH.

### **How to make a suggestion or complaint**

If you have any suggestions for improvements to our services or would like to make a complaint, please write to our Chief Executive: North Devon Hospice. Deer Park, Barnstaple, North Devon, EX32 0HU. T: 01271 344248  
[info@northdevonhospice.org.uk](mailto:info@northdevonhospice.org.uk)

### **Care Quality Commission**

Our services are monitored by the Care Quality Commission and we may be required to submit Personal Identifiable Data to them on request. For more information visit [www.cqc.org.uk](http://www.cqc.org.uk)

### **Accessible Information**

If you would prefer a copy of this leaflet in large print, braille, or audio format, or if you would like something explained in your own language, please contact us.

We rely on support from our local community to be able to continue providing the level of care we currently offer for patients and their families.

We need to raise over £4.5m each year to be able to provide our care and support year on year. We can only do this thanks to regular donations, fundraising, events, donations to our charity shops and gifts left to us in wills.

## Your privacy is important to us

Throughout your hospice journey we will collect and store information about you that you and your healthcare team share with us. We use your information to support us in delivering the best possible care to you. We will only share your data with other healthcare teams with your consent.

From time to time we may write, email or telephone you about events or information that we feel would bring you comfort and provide you with support. If you would prefer not to receive this information from us please get in touch. For further information about how we use your information please visit [northdevonhospiceprivacy.org.uk](http://northdevonhospiceprivacy.org.uk)

