



Hospice
ISLE OF MAN
care for our community



HOSPICE ISLE OF MAN

Patients Guide to Hospice

About Hospice Isle of Man

Since our founding in 1983, Hospice Isle of Man has grown to provide all aspects of palliative care for our island community. Our services include in-patient beds, Hospice at Home, day care, a specialist medical and nursing team, complementary therapy, a lymphoedema service, social work support, rehabilitation service, bereavement service, psychological support and Rebecca House (our children's Hospice).

We are overseen by our Board of Governors, managed by our Senior Leadership Team, and regulated by DHSC's Registration & Inspection Unit. All our services are provided free of charge to patients and their families. We are committed to providing care to anyone with a condition that is terminal or life-limiting.

The Hospice movement embodies a holistic philosophy that combines high quality medical and nursing interventions with social activities, spiritual and psychological care. Hospices have achieved a tremendous change in the way people die, not just in Britain but throughout the world. Whilst mindful of the need to manage our resources wisely, we must continue to grow and evolve. Over 400 volunteers give invaluable support to us week in week out and we also work in partnership with other charities to bring further benefits to our Island.

As a charity the in-kind and financial support Hospice Isle of Man receives from individuals, corporate organisations, the Isle of Man Government and the Island's media is vital for us to be able to continue delivering our services.

We are committed to ensuring that more people have a greater understanding of Hospice's work and as such open more opportunities for collaboration and partnerships.



Philosophy and Ethos behind our services

In 2018 we embarked on our new strategy "Much More Than a Building". We spent many months consulting with the public, our staff, our patients and many other stakeholders to collaborate on this new strategy and we are absolutely committed to meeting our goals throughout the 5 years of our strategy and beyond.

Strategy Overview

One Purpose

Supporting you to live well, your way,
to the end of your life.

Three Commitments

Delivering what
matters to you

Working in
partnership

Keeping things
simple

Five goals

1

Support
people to be
independent

2

Reach more
people, earlier
with easier
access

3

Share, learn
and educate

4

Drive
innovation
for better
care

5

Be sustainable
and fit for
the future

To support our strategy we have adopted the following model from Hospice UK. It was produced from interviews with individuals where they highlighted what was important to them when receiving care.



We apply these principles when we deliver our care and when we are planning new services.

Hospice Values

Our values were developed by our staff who talked to patients, their families, volunteers and visitors. We are proud of our values and we wanted to make it clear to everyone how we will deliver our services.



Hospice Isle of Man provides the following palliative care services

Our purpose-built In-Patient Unit provides specialist palliative and end of life care for patients who:

- Have complex symptoms
- Have chosen Hospice for their end of life care

Respite care in the In Patient Unit is also available and designed to support carers of patients on the Hospice caseload and to cover periods when those carers are temporarily unavailable.

24 hour nursing and medical support is provided to the patients. The unit is staffed by our trained nurses who specialise in palliative care, and healthcare assistants who also have knowledge and experience in palliative care.

Our In-Patient Unit has been designed to provide a homely atmosphere and has 11 single rooms and a step-down suite, each with smart TV, radio, en-suite toilet and shower, and a covered patio that opens out to the peaceful and beautiful gardens.

Close family and next of kin can visit at any time, dependant on the patient's wishes. All other visitors are welcome between 2pm and 8pm.



Hospice Medical Team

Our medical team provide daily medical care for patients in our In-Patient Unit as well as supporting our other clinical services in Rebecca House, Noble's Hospital, the Scholl Wellbeing Centre and the Palliative Care Clinical Nurse Specialist Service. Our medical team provide assessments in the clinic, hospital or in the community. They are senior clinicians with qualifications and expertise in palliative care.

Medical Outpatients Clinic

Patients with symptoms that are difficult to control can be referred to our medical outpatient clinic where they will be assessed by a senior doctor with expertise in palliative care. Changing medication or alternative interventions might be recommended to relieve symptoms.

Your Hospice, Your Way at the Scholl Wellbeing Centre

The Scholl Wellbeing Centre offers a Maximising Independence & Wellbeing Programme, which is run by our Social Care team. The Programme is also offered in an outreach format at various locations across the Isle of Man.

Creative Wellbeing Sessions

Hospice patients, their relatives or carers, can be referred for Creative Wellbeing Sessions with the aim to provide a relaxed, non-judgmental creative space for people who wish to express themselves artistically and boost overall wellness.

The sessions are catered to the service user's interests which can involve many forms of art including: drawing, painting, sculpture, music and play.

These creative sessions will take place over the course of 6 sessions following an initial taster session. The frequency and number of sessions may vary in line with the individual's needs.

Rehabilitation - Maximising independence & wellbeing

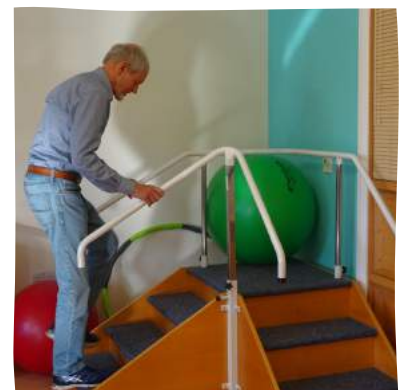
Rehabilitative palliative care aims to provide quality of life by enabling people to be as active and productive as possible with minimum dependence on others regardless of life expectancy.

The Hospice Rehabilitation team, which consists of a Physiotherapist, an Occupational Therapist and a Rehabilitation Support worker, work to promote rehabilitation, enablement, self-management and self-care with a holistic approach to care. Our aim is to optimise people's function and wellbeing to give them greater independence, autonomy, choice and dignity.



To achieve this we complete an initial assessment and work with the individual to identify their personal priorities and goals. A treatment plan will then be developed to meet these goals. Rehabilitation is about optimising people's ability to function in the widest sense, including moving around, both indoors and outdoors, eating and enjoying food, communicating with others, managing activities of daily living such as washing, dressing and domestic activities and participating in meaningful activities.

The Hospice Inpatient unit houses 'The Santon Suite', where patients can spend a few days living independently, in a safe environment, to prepare for discharge home or to help plan what services might be required to help them manage. In addition to providing a rehabilitation service to inpatients the team offers support to the Admiral Nurse Service and Your Hospice Your Way and runs the following programmes to support outpatients.



- **Fatigue and Breathlessness Programme (FAB)**
- **Stress Management Programme**

Complementary Therapies

Patients can experience a range of therapies as an out-patient or during their stay as an in-patient. Our therapies include aromatherapy, massage, reflexology, relaxation, acupuncture and counselling. Therapy sessions are also available for relatives and carers.



Lymphoedema

The Lymphoedema service treats patients with both primary and secondary Lymphoedema. Primary Lymphoedema is often Genetic whereas Secondary Lymphoedema is usually the result of a cancer treatment, an infection, injury, inflammation of the limb, or a lack of limb movement. We are a patient centred service, offering education, treatment and management advice. Our aim is to provide holistic care and a programme of treatment is devised in partnership with the patient, to enable them to maintain their independence.

Admiral Nurse Service

A new service introduced in 2020, Hospice provides nursing support and expertise to people living with dementia and their families. The Admiral Nursing Service is hosted by Hospice, funded by the Forget Me Not Trust and delivered in partnership with Dementia UK.



Palliative Care Clinical Nurse Specialists

Ensuring that patients can access care in the place of their choice is important. For many this is at home, including residential and nursing homes or the hospital. Our Clinical Nurse Specialists give advice on the management of pain and other distressing symptoms and prescribe medication to help alleviate these symptoms. They also provide information, psychological support and education to patients, their families, carers and other professionals. This service is available 7 days per week between 9am and 5pm.

Hospice at Home

Nursing care is provided to support patients to receive end of life care at home if that is their preference, prevent crisis admission to the Hospice In-Patient Unit or hospital. Care can be provided during the day and/or overnight, depending on the patient's and carer's needs and the overall demand on the service.



Compassionate Isle of Man

We seek to support Hospice patients and carers at times of increased need through our Compassionate Isle of Man Volunteer services. Our trained volunteers provide companionship to people at the end of their life, offer respite support to carers, and work alongside the Admiral Nursing Service to support people affected by dementia.



Compassionate Isle of Man collaborates with partners across the Island, encouraging communities to have open conversations about what matters to them at the end of their life.

Psychological Support Team

Our team includes practitioners from Counselling, Psychotherapy and Clinical Psychology. We offer Hospice patients and relatives/carers a chance to discuss their feelings and experiences in a therapeutic environment and we can provide more specialist psychological interventions where appropriate. You can be referred to the Psychological Support Team by any member the Hospice team. Appointments usually take place at the Hospice or by phone or video call. Home visits can be arranged where there is a particular requirement. The team give people the opportunity to express themselves and discuss their experiences. This service also supports staff and volunteers working within the Hospice.

Young Person's Support Service

Offers psychological and bereavement support from birth to 21 years of age for young people who suffer from a life shortening illness, or who has a family member that is or has been on the Hospice/Rebecca House caseload. Support can take place at the Hospice or at school.

Social Worker

The Social Work Assistant works alongside other professionals to deliver help and support to Hospice patients and their loved ones whether they are at home, in hospital, or in Hospice itself. Most importantly, along with Hospice colleagues, the Social Work Assistant helps you to make decisions about your care and to have your concerns listened to and valued.

Bereavement Support

Not everyone needs bereavement help, however support from Hospice is available once a loved one has died with the aim of helping people to adjust to a new way of living. Help can be given either on a one-to-one basis at Hospice or at home.

Pastoral Care Team

Offers spiritual care and support to all patients, families, carers and staff regardless of faith, religion or beliefs or no faith. To offer a listening ear and a friendly face.

Rebecca House is the children's wing of Hospice and provides care for children and young people from birth up to the age of 18 who have a life-shortening or life-threatening illness. It is a purpose-built facility that offers a home from home environment in which physical, emotional, recreational and spiritual care is offered in a way that is age appropriate for the child, young person and family. Rebecca House provides respite, palliative and end of life care to help children and their families to cope with their illness and lead as full and normal a life as possible.

Rebecca House provides holistic care including play, massage and relaxation, music therapy, interactive technology and the use of a multi-sensory room. Care is provided in a flexible way to provide opportunities for families to have a rest and enjoy quality time with other family members and siblings. Families can choose to have care at Rebecca House, at their Home or a combination of locations to best meet their needs. The team at Rebecca House includes Registered Children's Nurses, Registered Nurse (Learning Disability), Registered Nurses, Nursery Nurses and HCA's. Medical support is provided from the Hospice Medical Team.

Rebecca House offers to provide day and overnight respite care in line with respite requests and emergency care needs. Families can request care on their desired days and requests are accommodated as far as reasonably practicable; due to this Rebecca House opening hours and the number of overnight sessions provided vary in line with requests. There is a wide variety of specialist in-patient facilities including four specially adapted bedrooms, a separate adapted bathroom/ wet room, a children's day room and adjoining Kitchen, messy play room and Dream Room offering a full multi-sensory experience.



Rainbow Room

In addition to these services the Rainbow Room facilitates the care of children and young people after death allowing families to spend additional time with their child or young person and enables staff to provide support in early bereavement. Rebecca House has a family apartment on the 1st floor for families wishing to stay in the unit during end of life care admissions or care after death.



Education

All of our education and training is co-ordinated and delivered by our Palliative Care Academy. We are committed to providing the very best support for our staff and those people who deliver end of life care across the island, so we train our own teams as well as other professionals who want to learn from us. This is what we call Hospice Influenced Care.

We also provide evidence-based training on a wide range of topics to build confidence and competence of those people who are supporting patients, families and carers who have a life-limiting condition.

Volunteer Services

The Volunteer Service Manager is the linchpin for the 400+ volunteers who provide exceptional support within Hospice and its retail outlets.



Terms & Conditions of Treatment

You will be assessed to receive services from Hospice Isle of Man following referral from your GP, Hospital Consultant, Specialist Nurse or other Senior Health and Social Care Professional. Our services are intended for people who:

- Have active and progressive disease where the focus of care is palliation, relief from pain and other distressing symptoms and quality of life. This can be malignancy (cancer) or a non-malignant condition such as heart failure, respiratory failure, renal failure or a progressive neurological condition.
- Have specialist palliative care needs.
- Where the needs of the patient can be met by services provided by Hospice Isle of Man and that the Hospice is the most appropriate agency to provide these services.

Patients will be discharged:

- Where identified goals have been achieved, or problems resolved to an acceptable level for the patient.
- Where the patient is declining further input at the present time.
- Where another service is considered to be more appropriate to address the identified needs.

All Hospice Isle of Man services are provided free of charge to service-users. This currently includes car parking (we have dedicated parking spaces for visitors adjacent to the entrance as well as a number of disabled parking bays). However if you would like to make a donation to the Hospice please let a member of staff know.

Your rights

You have the right to be treated with respect, dignity and care in a safe and secure environment. To enable and support this, we have written policies and procedures in place covering every aspect of our Services. Please let us know if you require a copy of any Hospice policy.

An Outline of Staffing Arrangements, Training and Qualifications

Our staff members are selected on the basis of having appropriate palliative care qualifications, skills and experience depending on their role. In house palliative care training is provided to constantly improve staff's level of palliative care skills and experience. All our staff have access to a wide range of courses, conferences and study days on and off island.

Additional mandatory training includes health and safety, fire, infection control, food hygiene, basic life support, safeguarding adults and children, and moving and handling. For further information on in-house and mandatory training please refer to our training prospectus.

Hospice staff respect the confidential nature of the services they provide.

How to Complain, Compliment Us, or Give us Feedback

Feedback and Compliments

It is important to all of us at Hospice Isle of Man that the services we provide are appropriate, professional and meets people's needs. As an organisation we welcome feedback or suggestions and offer a number of ways you can do so (including surveys and questionnaires) – please ask.

What to do if you have a complaint

If you are not happy with any aspect of the service provided by Hospice Isle of Man, please let us know. By alerting us to a problem and giving us the opportunity to put it right, you are also helping other users of our services.

The leaflet explaining the complaints process can be found in our reception areas; and can be made available in other languages and in alternative formats e.g. large print. If you require an alternative format please contact admin@hospice.org.im, or phone 647400.

Contact Us

By post:

Hospice Isle of Man
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Douglas
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IM4 4RP

Telephone:

Clinical: 01624 647475 (24 Hour)
Non-Clinical: 01624 647400 (24 Hour)

Email:

For general enquiries: admin@hospice.org.im
For Fundraising team: fundraising@hospice.org.im

Website:

hospice.org.im

Social Media:



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Review date:

This leaflet is reviewed on an, at least, annual basis. Last Review: January 2022



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