

# A GUIDE TO HOSPICE SERVICES

Your Hospice



# Hospice Isle of Man provides the following services

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## In Patient Unit

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
- Have respite care needs

24 hour nursing and medical support is provided to the patients, by our trained nurses and HCAs who specialise in palliative care.

Our In Patient Unit has been designed to provide a homely atmosphere and has 10 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. The team provide assessments in Hospice's outpatient clinic, hospital or in the community. They are senior clinicians with qualifications and expertise in palliative care.



## The Day Therapy Unit

Our Day Therapy team of health care professionals and volunteers provide first class holistic care and support during a patient's time with us and some respite for their family/carers. We offer the opportunity to discuss issues on a one to one basis and take part in activities and interactive workshops that will inform and entertain throughout the day. We are able to provide both lunch and transport to and from Hospice Isle of Man for a suggested donation.

## Your Hospice Your Way

The Social Care Team at the Wellbeing Centre offer a Maximising Independence & Wellbeing Programme. The Programme is also offered in an outreach format at other locations across the Isle of Man.

## Creative Wellbeing Sessions



Hospice patients and their relatives/carers can be referred for Creative Wellbeing Sessions; these sessions aim to provide a relaxed, non-judgmental creative space for people who wish to express themselves artistically, discuss or explore their thoughts and feelings through creativity and boost overall wellness.

The sessions are tailored to the service user's interests which could involve many forms of art however no creative background or experience is needed to benefit from the sessions.

There is a 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 Team

Our Rehabilitation Team consists of an Occupational Therapist, a Physiotherapist and a Rehabilitation Support Worker. The service provides rehabilitation to both in-patients and those in the community.

In addition it offers:

- Fatigue and Breathlessness programme (FAB)
- Stress Management Programme
- Singing for Lung Health



## Occupational Therapy

Occupational Therapy aims to maintain and, where possible, increase a patient's independence in everyday tasks such as washing, dressing, eating and domestic activities.

Our team work to achieve this by rebuilding the patient's muscle coordination and strength with individually tailored exercise programmes which specifically suits the needs and abilities of the patient. Exercises can be done with or without the use of our specialist equipment and are often adaptable for a home environment.



## Physiotherapy

Physiotherapy aims to maximise mobility and to maintain functional independence. By helping to relieve physical symptoms resulting from life-limiting illness, our physiotherapists play an important role in helping to improve the quality of life for patients and to 'support people to be independent'. Treatment is planned following a comprehensive assessment aimed at achieving patient-led goals. As an illness progresses, our physiotherapist supports the individual by adapting treatments to suit their changing needs.



## 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 and acupuncture. Therapy sessions are also available for relatives and carers.



## Lymphoedema

The Lymphoedema Team offer a patient centred service, providing education, treatment and management advice. Our aim is to provide holistic care and a programme of treatment which is devised in partnership with the patient, to enable them to maintain their independence.



## Admiral Nurse Service

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 charity, and delivered in partnership with Dementia UK.





## Palliative Care Clinical Nurse Specialist Service

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 Specialist team gives advice on the management of pain and other distressing symptoms and prescribe medication to help alleviate those symptoms. They also provide information, psychological support and education to patients, their families, carers and other professionals.

## Hospice at Home

The team supports patients in their last few weeks of life to die at home if that is their preference. Care is 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

Compassionate Isle of Man volunteers offer respite support to carers and provide companionship to people 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 of 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.

## Social Care support

Our 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, our Social Work Assistant helps patients to make decisions about their care and to have any concerns listened to and valued.



## Bereavement Support

Not everyone needs bereavement help, however support from Hospice is available after a loved one has died with the aim of helping people to adjust to a new way of living. We offer a range of support options for bereaved individuals and also share information on other organisations to enable each person to receive the support which best suits their needs.

## Pastoral Care

The Pastoral Care Team can provide spiritual care and support to all patients, families, carers and staff regardless of faith, religion or beliefs or no faith. We offer a listening ear and a friendly face.

## 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 limiting 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.



## Rebecca House

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-limiting 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 appropriate for the child, young person and family. Rebecca House provides respite, palliative and end of life care to help patients and their families 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 Health Care Assistant's. Medical support is provided from the Hospice Medical Team.

Rebecca House looks 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 those services described above, 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 Services Team manage an excellent network of over 300 volunteers, effectively utilising their skills and expertise to support within Hospice and our retail outlets.



## Food provided free of charge to patients and their families

It is of course our pleasure to provide all patients with every meal whilst they stay with us here at Hospice.

In addition we are able to provide meals for relatives when a patient is receiving end of life care; this may be as meals throughout the day for up to 2 relatives, as described below, or through providing a tray of toast or sandwiches for larger families.

### **For relatives meals we are able to offer:**

- Breakfast - cereal or toast
- Lunch - a hot meal of the relatives choice
- Dinner - sandwiches

Donations are welcome from family members especially when family groups are larger.

## 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.**

## Private health policy donations

If you have private health insurance then you may be able to claim for accessing our services at no cost to you. Many health insurers are willing to recognise the service provided to their members in the form of a donation to Hospice. Of course there is no requirement or obligation for you to help us, and the service you receive will remain free of charge, however if you would like to help us in this way then please advise a member of staff (or contact our Director of Finance Michael Taylor at [michael.taylor@hospice.org.im](mailto:michael.taylor@hospice.org.im) or 01624 647439) and we will arrange to make enquiries with your insurance provider.

## 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.

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

## 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 way 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](mailto:admin@hospice.org.im), or telephone 647400.





# How You Can Help Us

Our Island Hospice operates as a charity and we are proud to be able to offer our end of life services free of charge. To be able to do this we must raise millions of pounds every year. Here are just some of the ways that you can help us be there for those who need us:

## MAKE A DONATION

Any amount of money is gratefully received and put to excellent use. We turn your donations into care and without your support we simply would not be here.

## LEAVE A GIFT IN YOUR WILL

38% of our income comes from legacy donations. These funds are essential to our future. For many people it is how they choose to thank us for support they or their loved ones have received.

## DONATE TO OUR SHOPS

Donating your pre-loved goods to our Hospice Shops can help us raise valuable funds for patient care. If you're having a clear out we have 9 shops island-wide happy to receive your donations.

## PRIVATE HEALTH POLICY DONATIONS

If you have private health insurance then you may be able to claim for accessing our services at no cost to you. Many health insurers are willing to recognise the service provided to their members in the form of a donation to Hospice. Of course there is no requirement or obligation for you to help us, and the service you receive will remain free of charge, however if you would like to help us in this way then please advise a member of staff (or contact our Director of Finance Michael Taylor at [michael.taylor@hospice.org.im](mailto:michael.taylor@hospice.org.im) or 01624 647439) and we will arrange to make enquiries with your insurance provider.

## PLAY OUR LOTTERY

Our monthly lottery is a vital income stream for us with all profits from our draws going directly to supporting patient care.

Your support allows us to continue to provide our services to those who need them, when they need them, completely free of charge.

Win up to £10,000 through our £500 monthly rollover Jackpot prizes, plus 32 guaranteed monthly prizes of:

£1000  
£150  
10x £25  
20x £10

## ATTEND OUR EVENTS OR HOST AN EVENT

Join us at an event to fundraise for our Hospice. Whether you take on a challenge, join us for a special event or organise your own fundraising activity, you will be supporting the important work we do and services we provide.

## NOMINATE US IN YOUR WORKPLACE

Naming Hospice as your Charity of the Year is a great opportunity to support our cause. Your workplace could also choose to volunteer for us, sponsor our events and campaigns or utilise space on our advertising screens.

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**Find us on**



**SCAN TO DONATE**



Hospice Isle of Man is also known as Hospice Care and is a registered charity in the Isle of Man - Charity Number 317