

# Hospice Isle of Man

## Service Recipient Guide



Hospice  
ISLE OF MAN  
*care for our community*

# 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 and managed by our Senior Leadership Team. 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 500 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.

# Much More Than a Building

## Philosophy and Ethos behind this service

In 2018 we were delighted to share with you 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

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, ensuite toilet and shower, and a covered patio that opens out to the peaceful and beautiful gardens.

Families and close carers can visit at any time, based on the patient's wishes. Other visitors can visit 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 9 week Maximising Independence & Wellbeing Programme, which is run by our Head of Social Care. The Programme is also offered in an outreach format at various locations across the Isle of Man.

#### Maximising Independence & Wellbeing Programme. Weekly plan:

1. Setting personal, achievable goals
2. Physical health, pain management
3. Mobility, reducing falls
4. Social, maximising benefits, functionality daily living skills
5. Making wishes & views known & heard
6. Mental & emotional wellbeing
7. Review of personal goals
8. Easy digital upskilling
9. Friendship groups/carers



#### VALUES

Our VALUES are at the heart of everything we do



#### CARING

Care when and where it matters



#### PROFESSIONAL

Always delivering high standards



#### RESPECT

Treating someone as you wish to be treated



#### WORKING TOGETHER

Together we make a difference

## Rehabilitation Team:

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

In addition it offers:

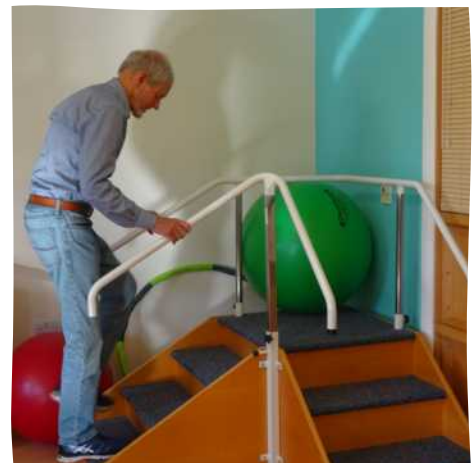
- Fatigue and Breathlessness programme (FAB)
- Stress Management Programme
- Singing for Lung Health

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



### Lymphoedema:

The Lymphoedema Service treats patients with secondary lymphoedema due to cancer and the side effects of its treatment; the service also accepts referrals for non-cancer patients affected by Lymphoedema due to a range of conditions.

### Admiral Nurse Service:

A new service introduced in 2020, Hospice now 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 remain and die at home if that is their preference, prevent crisis admission to the Hospice In Patient Unit or hospital, and to give respite to family and carers. 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.



### **Psychological Support Team:**

Appointments can be arranged at the Hospice or in the patient's own home or by telephone. 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:**

Provides counselling for children and young adults affected by life changing events from birth – 21 years. Sessions can be provided at home, Jade's place within Hospice or at school.



### **Social Worker:**

Provides patients, families and carers with, practical, financial and emotional support.

### **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 or in a group at Hospice or at home.



### **Our pastoral care team:**

Offers spiritual care and support to all patients, families, carers and staff regardless of faith, religion or beliefs.

### 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 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 RH, 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), Nursery Nurses and HCA's. Medical support is provided from the Hospice Medical Team.

Rebecca House currently provides care six days a week with overnight care for one night per week, care hours and frequency of overnights vary in line with respite requests and emergency care needs.

There are 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, Dream Room offering a full multi-sensory experience.





### Rainbow Room:

In addition to these services the Rainbow Room Cold Bedroom 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 terminal care admissions or care after death.



### Education:

Hospice Isle of Man leads the way in palliative care education. It supports the continuous professional development of its staff and provides education for all those professionals involved in the delivery of high quality palliative care on the Island.

### Volunteer Services:

The Volunteer Service Manager and Volunteer Co-ordinator are the linchpin for the 500 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 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.

All our 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 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.

This leaflet 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.

## Contact us

### By post:

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Strang  
Douglas  
Isle of Man  
IM4 4RP

### Telephone:

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

### Email:

For general enquiries: [admin@hospice.org.im](mailto:admin@hospice.org.im)  
For Fundraising team: [fundraising@hospice.org.im](mailto:fundraising@hospice.org.im)

### Website:

[hospice.org.im](http://hospice.org.im)

### Social Media:



[hospice.iom](http://hospice.iom)



[hospiceiom](https://www.instagram.com/hospiceiom)



[hospice-isle-of-man](https://www.linkedin.com/company/hospice-isle-of-man)



[hospiceiom](https://www.instagram.com/hospiceiom)

Review date:

This leaflet is reviewed on an, at least, annual basis. **Last Review: February 2021**



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Hospice Isle of Man is also known as Hospice Care,  
a registered charity in the Isle of Man Number 317.

[hospice.org.im](http://hospice.org.im)