A GUIDE TO HOSPICE SERVICES

Your Hospice



Hospice
Isle of Man

Hospice Isle of Man provides the following services

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 care in their last days of life

24-hour nursing and medical support is provided to the patients, by our trained Nurses, team of Doctors and Health Care Assistants who specialise in palliative care.

Our In Patient Unit has been designed to provide a homely atmosphere and has 9 single rooms, each with a 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, dependent on the patient's wishes. All other visitors are welcome between 2pm and 8pm.



Hospice at Home

The team supports patients in their last two weeks of life to die at home, whether that be their own home, a family member's home or a care home. A paid-for service can be arranged for those in nursing homes.

The team's focus is on effective symptom management for patients while providing reassurance and support to families caring for someone at home and offering advice to other healthcare providers.

The team is not able to offer regular, planned care visits, however we are on call 24 hours a day.



Palliative Care Clinical Nurse Specialist Service

Our Clinical Nurse Specialist team have specialist knowledge and provide information and advice on symptom management, as well as support to patients and their families.

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.

The team also offer advice within the Hospital setting and support colleagues in delivering effective symptom management.

Companionship Volunteers

This service is provided by trained Hospice volunteers to patients both on the In Patient Unit at Hospice and in the community for those who are supported by the Hospice at Home Team.

Typical activities for companionship volunteers:

- sitting with patients
- listening
- reading aloud
- quiet presence
- family support

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.

Talking Therapies Team

Our team includes practitioners from psychological therapy 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 Talking Therapies 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.

The service supports patients and relatives of all ages from 5 years up.

Lymphoedema Service

The Lymphoedema Service offers a patient-centred approach, 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.



Rehabilitation Team

Our Rehabilitation Team consists of an Occupational Therapist and a Physiotherapist. The service provides rehabilitation to in-patients and those in the community, and offers a Fatigue and Breathlessness programme (FAB).

Physiotherapy

Physiotherapy aims to maximise mobility and to maintain functional independence. Our physiotherapist works to achieve this through individually tailored exercise programmes which specifically suit 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.

By helping to relieve physical symptoms our physiotherapist plays an important role in improving the quality of life for patients, supports people to be independent and enables patients to achieve their goals.

As an illness progresses, our physiotherapist supports the individual by adapting treatments to suit their changing needs.

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 Occupational Therapist will carry out a comprehensive assessment which will form the basis of any future treatment and interventions. Treatment goals will be made with the patient and will focus on purposeful daily activity and education around symptom management.

These will be adapted to their changing needs as their illness advances.

Admiral Nurse Service

Hospice provides nursing support and expertise to people living with dementia and their families. This includes specialist one-to-one support and practical advice; the team share expert knowledge to support people living with advanced dementia and their families through progression, care transitions, end of life care and post bereavement.

The Admiral Nursing Team are employed by Hospice; the service is funded by the Forget Me Not charity and is delivered in partnership with Dementia UK.

The team provide group support through "Your Time, Your Place" where people living with dementia can take part in dementia wellbeing sessions. Carers are provided with an 8-week training course to prepare them for the next stages of the dementia journey, whilst encouraging peer support and self-care in a safe environment.

The team also run additional monthly drop-in social groups: Your Network, Tai Chi and Creative Arts for people living with dementia and their families.

Compassionate Isle of Man

Compassionate Isle of Man volunteers offer community support to carers of patients on our Admiral Nurse caseload.

Pastoral Care

We can help you access the spiritual or faith-based support that is right for you, including contacting a faith or spiritual leader of your choice. Our volunteers are available to offer a listening ear, companionship and a friendly face to anyone, whether you have faith or not.



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-threatening condition, life-shortening condition or are living with severe medical complexity. 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.



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.

The team at Rebecca House includes Registered Nurses with backgrounds in Children's, Learning Disabilities, Mental Health and General Nursing; Nursery Nurses and Health Care Assistants. Medical support is provided from the Hospice Medical Team.

Rebecca House provides respite, to help patients and their families cope with their illness and lead as full and normal a life as possible; when needed the team offer support with palliative symptom management and care in the last days of life either in Rebecca House or at home.

Family members are able to stay in another of the Rebecca House bedrooms during admissions for end of life care and care after death.

Respite Care

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 give families opportunities 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.

Rebecca House aims 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. As a result, Rebecca House opening hours and the number of overnight sessions provided vary in line with requests.



The 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 enabling staff to provide support in early bereavement.

Education

Hospice Isle of Man recognises the importance of commitment to continuous learning and development across all workforce. This ensures that staff and volunteers can achieve and maintain the level of experience, knowledge and skills required to deliver the best quality palliative and end of life care. All of our education and training is co-ordinated and delivered by our Palliative Care Academy. Our commitment to provide and train other professionals ensures high quality care / provision is received Island wide to deliver Hospice influenced care.

Volunteer Services

The Volunteer Services Team manage an excellent network of over 450 volunteers, effectively utilising their skills and expertise to support within Hospice and our retail outlets.





Food for Patients and Relatives

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 in the last days of life; 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 to support this provision.

Terms and 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, are felt to be in the last year of life and have specialist palliative care needs. The focus of care is palliation, relief from pain and other complex symptoms and improving 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

OR

- Have advanced disease or sudden deterioration and are felt to be in the last 4 weeks of life. The focus of care is achieving effective symptom management in the patient's final weeks of life and during the dying phase, while also offering support and advice to families, carers and those close to the patient.

AND

- Have needs that can be met by services provided by Hospice Isle of Man, and for whom Hospice is the most appropriate agency to provide these services.

Patients will be discharged back to care of their GP and other statutory services:

- 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.

Hospice Isle of Man is a charitable organisation providing specialist palliative and terminal care.

All Hospice Isle of Man services are provided free of charge.

The day-to-day care of patients remains the responsibility of the GP or Hospital team. Hospice work primarily on an advisory basis, working in partnership with the wider healthcare system.

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 us on admin@hospice.org.im 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 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 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 us on admin@hospice.org.im 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 monthly rollover Jackpot prizes, plus **guaranteed** monthly prizes of:

£1000
£150
£25
£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