



ST CATHERINE'S HOSPICE

Your Guide: Community Care



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Introduction to St Catherine's Hospice

For the last 40 years, St Catherine's has been there for people living in West Sussex and East Surrey.

From caring for people at home, in our wellbeing suite and on our wards, our expert teams are on hand to support those facing death and loss. We provide free high-quality physical and emotional support and care for adults living with a life-limiting or terminal condition and offer emotional and carer support to those close to them, including children and young adults. We also offer people bereavement support.

Our vision is a world where everyone can face death informed, supported and pain free. Our values - human, courageous, energetic, connected and expert, define who we are and how we act. We treat people with understanding, patience, respect and, most importantly, with dignity.

St Catherine's is more than our hospice building in Pease Pottage. Our community team provide most of our support in people's homes, care homes and local community hospitals.



What we do and how we can help you

Our aim is to ensure that you have “the right care by the right person at the right time” in the place you want to be. We support not just the physical aspects of your condition but also its emotional, social and/or spiritual impact on you and those close to you.

We recognise that people under our care need different types of support, so we have a large multidisciplinary team of specialist professionals within our community team who can help you.

When we contact you, we will discuss how we can support you and those close to you and agree a plan of care. Your plan will be reviewed regularly and amended depending on what you need. You may benefit from regular reviews by us, and we will arrange follow up appointments. Or you may not need such frequent input but are happy to know that we are in the background. Things may change over time, and we ask that you call us when you need us.

Our community team work closely with your hospital teams and your GP who remains your primary doctor. We may also arrange for other professionals within the community to become involved in your care if needed.

Symptom control

Many people living with life-limiting or terminal conditions experience troublesome symptoms that impact on their quality of life. These may include pain, shortness of breath or nausea. If you experience any symptoms, our specialist clinicians will review these with you and provide guidance to improve them. The same conditions can affect people differently and our advice will be tailored to you.

Emotional and psychological support

We are committed to ‘total care’. This means that whatever is important for each individual person matters to us. You and those close to you may have questions or concerns which are just as distressing as the physical symptoms of your condition. Being diagnosed with a life-limiting or terminal condition can affect many aspects of your life. This may include how you feel about yourself and your relationships with other people, or it may revive problems from the past. Sometimes you need to talk about your sadness, your anger or your worries about what has happened to you. It can help to talk to those closest to you about how you feel about the changes in your lives. However, you may find it difficult to talk as openly with people as you would like, because you are concerned about upsetting each other or for other reasons. In that case, it may be helpful to talk to someone who is not personally close to you. You are welcome to speak to any of our St Catherine’s team about your feelings, and we have some team members who have particular expertise in this area, for example our social workers, spiritual care team and counsellors. You could speak to them on your own or with anyone you choose including carers, family members or friends. They can help you say things to those close to you that you want or need to say. They can also help you to talk about practical planning.

At St Catherine’s we welcome everyone regardless of faith or beliefs. We encourage people to express their spirituality or to practice their religion, if they have one, in their own way. If you would find it helpful, we can arrange for a member of our spiritual care team to contact you or to arrange a visit. The spiritual care team work closely with all community faith leaders but are equally available to support people with no religious affiliation.

Children and young people

Children and young people also need help in understanding conditions and their effects. Adults may not talk to children because they are concerned about protecting them. However, even young children find it helpful to talk about their own questions, worries and fears. Our wellbeing team can help you consider how to have these conversations and offer resources to help. They may also suggest involvement from other charitable organisations.

Carers support

We understand that when someone is referred to our hospice, they often aren't the only person who needs support, the people who care for them also need our help. Our carer support team are here to listen and help explore your concerns. They may also make suggestions about other services and support that may be available to you locally.



Financial and welfare support

Our welfare team provides information to help you receive the financial support you may need. There are various benefits, depending on age and circumstances, that you may be entitled to claim. Some are not means tested but are there to help you with the additional costs of your life-limiting or terminal condition. Our welfare team can also help you to apply for a disabled parking permit (Blue Badge), provide information about free prescriptions or the NHS Low Income Scheme and source charitable grants to help with the increasing cost of living.

More welfare information is available on our website <https://www.stch.org.uk/caring-for-you/for-patients/welfare-advice/> If you have any concerns regarding finances or need support with benefit applications, please contact our welfare advisor.

Functional support

As well as offering support and guidance for specific symptoms, our therapy team, who include physiotherapists and occupational therapists, can assist you in maintaining your mobility and independence. They may suggest exercises, help you create goals or offer equipment. They offer support either through groups or as individual appointments.



Advance care planning

It is hard to imagine being too unwell to make your own decisions about how you will be cared for. By making a plan you can make sure your wishes are known if that happens. Your plan may cover medical, social and care issues. Many people also like to get their affairs in order by discussing their funeral arrangements and reviewing and updating their will, to make sure it reflects their current wishes. Advance care planning offers you the opportunity to plan your future care and support, including medical treatment, so that healthcare professionals can ensure that the care they offer aligns with your wishes and priorities, and we know what is important to you. This is especially important at a time when you may no longer be able to make decisions for yourself. You may be considering, or have already arranged, proxy representation for a time when you are unable to make decisions for yourself. This is called a Lasting Power of Attorney for Health and Welfare. If this is the case, then please make sure that you share the documentation with us and your GP.

Where we will provide support

Care in your own home

When you are referred to our community team, we will contact you to discuss what kind of support we can offer. Most of our support is provided in your own home. This includes care homes.

Wellbeing suite

Many of our services are offered as outpatient appointments at our hospice in Pease Pottage, for those that are well enough to travel to see us. This includes nursing and medical appointments and counselling or therapy reviews. We also offer various groups which may include seated exercise, meditation or fatigue management.

Admission to St Catherine's wards

Not everyone we look after in the community is admitted to our wards, but sometimes an admission can be very useful. If you or we feel an admission would be helpful, one of our team will discuss this with you. An admission may be suggested or requested for:

- **Symptom control:** you may be admitted at any stage for help with difficult symptoms. The aim would be for you to go home once your symptoms have improved.
- **Assessment:** you may be offered an admission for a period of assessment to see if we can make changes to your care to maintain or improve your health or independence, or to establish what help you may need in the future. Sometimes this is following a period of time in hospital, or a change in your condition which is hard to adjust to physically or psychologically.
- **End of Life Care:** Many people we look after will stay at home at the end of life with the support described above. But if, for whatever reason, this cannot happen an admission at our hospice can be offered.



Our Contact Details

St Catherine's Hospice,
Grace Holland Avenue,
Pease Pottage,
West Sussex,
RH11 9SL
01293 447333

The best time to contact our specialist team by phone is between 8am and 4pm Monday to Friday and 9am to 5pm at the weekend and on Bank Holidays. For non-urgent queries you can also call outside of these hours including overnight, but you will be asked to leave a message on our voicemail facility. We listen to all messages the following day.

If you need emergency help, please call 999 or 111 and let the people who respond know that you are being supported by the hospice.

As a specialist, palliative care service we work closely alongside your GP, hospital teams, community nurses and other NHS services. We do not replace these services but offer advice and support in addition to them.

St Catherine's and your personal information

We receive personal and confidential information about you from yourself, your family and from other services. We need this information so that we can provide you with proper care and treatment. Members of our St Catherine's team looking after you will share your information with each other, and other teams involved in your care. This is usually done via shared electronic health records. As well as GPs and District Nurses, these teams include hospital teams, other specialist community teams, pharmacists, ambulance services, continuing healthcare, social services and sometimes regulatory bodies such as the Care Quality Commission. We will ask you who in your family you are happy for us to talk to. We will only give out information to those listed. This list can be updated at any time. It is always helpful for us to know if you have a Lasting Power of Attorney for Health and Welfare. We will ask to see confirmation of their legal permission to hold this role for you.

You can find further information about the information we collect and share on our website: <https://www.stch.org.uk/wp-content/uploads/2023/11/your-information-what-you-need-to-know-february-2020.pdf>

If you would like to have access to your medical records, please talk to one of our team.

Consent

St Catherine's is committed to providing high quality care and before any member of our staff examines or treats you, they will seek your permission or consent to do so. If at any stage, you are not able to consent to examination or treatment, we will do what we think is in your best interests. This means anything you have said previously about how you wish to be cared for and the views of other people important to you will be considered when we examine or treat you. If you ever feel that your consent has not been sought, please let a member of the team know.

Feedback on our Services

Your views are very important to us and will help us improve our care. We hope you are happy with the service you have received from us but if there is something you are not happy with, please tell us so we can try to put matters right. You can make a complaint in the following ways: Verbally by telephone or in person to any member of staff. Or in writing by letter or email to;

Head of Quality
St Catherine's Hospice
Grace Holland Avenue
Pease Pottage
RH11 9SL
qualityteam@stch.org.uk

We investigate and respond to all complaints. If you would like a copy of our complaints leaflet, please ring the quality team on 01293 447333 or read our complaints process on our website <https://www.stch.org.uk/about-us/complaints-policy/>

We also welcome positive feedback and compliments and we'll make sure these are passed onto the teams who look after you. Please send your positive feedback and compliments to; qualityteam@stch.org.uk

In addition, we send out a questionnaire called VOICES to carers after a person has died asking for their views on the care we provide.

Supporting Diversity

We value the different backgrounds, cultures, faiths, genders, sexualities and life experiences of everyone we support and aim to tailor our support for you as individuals. We would ask you to please treat our employees and everyone you meet with consideration and courtesy and respect our physical, social and spiritual differences.



Supporting our hospice

The care we give you is only possible thanks to the generosity of people in our local community who fundraise for and donate to us. Every year, only a third of our funding comes from the NHS and around £7.5 million is donated by supporters. This incredible amount means we can continue to deliver personalised care to people living with a life-limiting or terminal condition and those closest to them.



People support our hospice in lots of different ways. From leaving a gift in their will to playing our monthly lottery, taking part in one of our fundraising events or hosting their own, or volunteering their time and talents. If you would like to fundraise for our hospice or make a donation please ask to speak to our fundraising team, call 01293 447361 or visit www.stch.org.uk

This V1 guide was created in January 2024 and will be reviewed every two years.

This page is for your own personal notes and questions

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