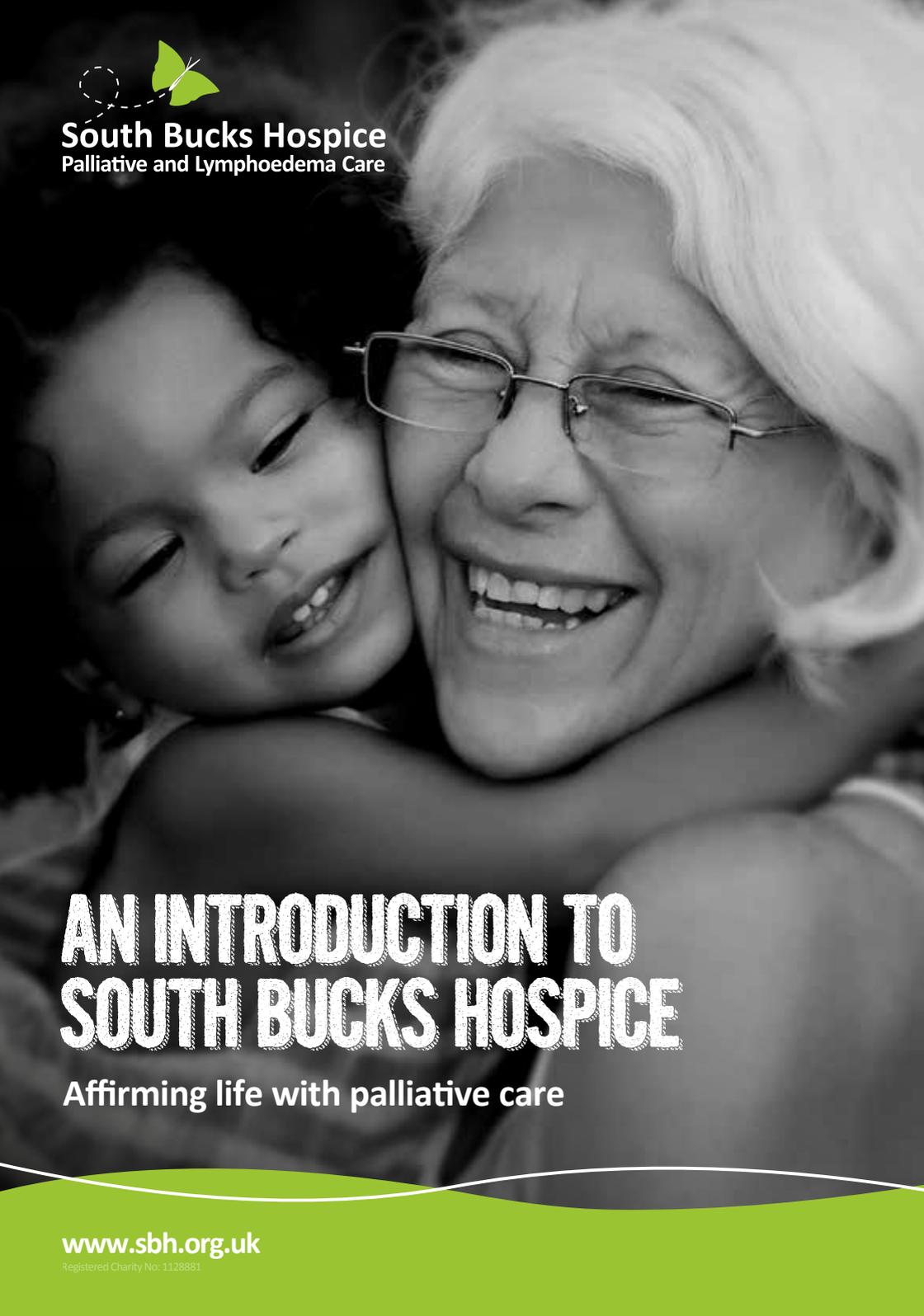




South Bucks Hospice
Palliative and Lymphoedema Care



AN INTRODUCTION TO SOUTH BUCKS HOSPICE

Affirming life with palliative care

www.sbh.org.uk

Registered Charity No: 1128881



South Bucks Hospice has been established since 1985 and our commitment to providing expert care to local people with life limiting illnesses has never changed.

We're passionate about providing the very best care for our patients and their loved ones. Our focus isn't on numbers and targets – it's on improving quality of life, enabling dignity, alleviating stress and supporting loved ones and carers through difficult times.

" THIS KIND OF CARE IS A LIFELINE "

" SINCE BEING INTRODUCED TO SOUTH BUCKS HOSPICE, OUR LIVES HAVE BEEN TRANSFORMED. IT'S GIVEN ME NEW INTEREST IN LIFE. "

" SUCH WONDERFUL CARE I CAN'T BELIEVE THE SERVICES ARE FREE OF CHARGE. "

Hospice definition

A healthcare facility or programme designed to provide a caring environment for meeting the physical and emotional needs of the terminally ill.

The word 'hospice' can feel very scary if you have just heard that you or someone you love has a life limiting diagnosis.

It can be easy to think that the worst is just around the corner, especially if your doctor or nurse suggests you visit us. This isn't always the case.

We want you to know that South Bucks Hospice is a day hospice. We don't have any beds and the way we operate is different to what people know as the conventional 'hospice'.

The primary difference between hospice and palliative care is that hospice care is provided during the last months of life. Palliative care can begin at any stage of a serious, life-altering illness and is aimed at helping you live with your illness and find ways to cope with the day-to-day challenges.

South Bucks Hospice is not so much a place, but rather an approach to care, emphasising symptom management

while helping patients and families cope with the practical, emotional and spiritual issues that come with a diagnosis. Our mission statement says it all – **affirming life with palliative care.**

This booklet is designed to give you an idea of what we're all about and what you can expect from your time with us. We want you and your loved ones to know everything there is to know so that you feel comfortable and supported every step of the way.

So please read on and I hope you find this an informative and practical guide to what you can expect.

Jo Woolf

Jo Woolf
Chief Executive

Our purpose...
To be the leading resource which provides palliative care to the community. We're mobilising social change to improve end of life care for local people.



South Bucks Hospice currently has two sites - one on Amersham Road and one in Hazlemere. At each site you'll find a team of dedicated professionals supported by an army of wonderful volunteers. They are committed to making sure the time you spend with is worthwhile - keeping your needs and wishes always in mind.



**Edie Pusey House, Amersham Road
High Wycombe, HP13 6PN**

This beautiful house is set in the backdrop of the Amersham Hill Conservation Area. Very much our heritage and named after our Founder, the house has been our home for over 22 years. It's the hub of our palliative care services.



**Cedar Barn, Hazlemere
High Wycombe, HP15 7DW**

Nestled back in Cedar Avenue, Cedar Barn is home to our specialist lymphoedema services. With no funding available in the government budget for the local area to treat this condition, people from all over Bucks and beyond visit us here to receive help managing their diagnosis.

After 30 years in the local area, South Bucks Hospice is at a stage where we're about to embark on an expansion that will have a huge impact on the local community.

Find out more about our plans to build a brand new, state-of-the-art Community Hospice on page 26.

Complementary Therapies

Complementary therapies, or alternative therapies as they are sometimes known, have a wide range of benefits including relief from some of the most difficult symptoms your illness brings such as pain, anxiety, depression, nausea and stress. They can also help promote better sleep, offer support and give you a sense of calm and relaxation.



The complementary therapies we offer are available to all of our patients and include:

- Acupuncture
- Aromatherapy
- Reflexology
- Reiki
- Beauty Therapy
- Therapeutic Touch
- Holistic Massage
- Indian Head Massage
- Meditation and Relaxation class

We'll talk to you about how your therapies are going every six weeks.

These therapies are also available to carers and those recently bereaved. If you think you may benefit from any of the treatments listed please let one of our nurses know.

All of our complementary therapists are fully qualified in their field.

CREATIVE THERAPIES
CAN BE A GREAT WAY TO
EXPRESS THOUGHTS AND
FEELINGS THAT MAY BE
DIFFICULT TO PUT INTO
WORDS. THEY'RE ALSO
A BRILLIANT WAY OF
FOCUSING THOUGHTS
AWAY FROM YOUR ILLNESS
AND REALISING PREVIOUSLY
UNDISCOVERED TALENTS.

WE OFFER A RANGE OF
CREATIVE THERAPIES AND
TAILOR THESE TO WHAT YOU
WANT TO DO, THESE ARE
OUR MOST POPULAR...

Art

Through painting, drawing and other techniques such as 'Connect to Colour', patients are encouraged to use their creativity to express how they are feeling. No previous experience is necessary and lots of artwork done by our patients can be seen throughout the Hospice.

Music*

Music is another great way of exploring and expressing feelings. Through listening, writing or playing, patients can freely express themselves. Again no experience is necessary and it's a fun activity to take part in.

Horticultural*

Gardening therapy allows patients to focus on the awakening of senses that come with the calm of the outdoors.

Creative writing

Exploring thoughts and feelings through words, poems and stories can provide patients with a valuable outlet. Writing can also be an important memento to share with your family.

Dream workshops*

By looking into symbols, the meaning of objects and themes, patients can find calm and solace in things that can often be unsettling at difficult times.

We offer both group and 1-1 sessions for our creative therapies.*

*Available from 2015 onwards



Lymphoedema

is a condition that causes swelling in the body's tissue leading to pain and a loss of mobility. It is caused when drainage routes for your naturally occurring lymph fluid become blocked or damaged. The fluid then accumulates in the tissues and swelling occurs.

It is estimated that at least 240,000 in the UK are affected*

Although there is no cure for lymphoedema, it is possible to successfully control the symptoms using a combination of different treatments.

Some of the specialist treatments that you will find at our Clinic include:

- Manual Lymph Drainage
- Skin care
- Compression garments
- Massage
- Tailored exercise classes such as Tai Chi and Yoga
- Home visits where possible for patients who are bed or house bound

Our Lymphoedema Clinic is the only one specialising in the treatment of this condition locally. Without our support, people with the condition would be forced to seek expensive private treatment or receive no help at all.

All of our other therapies and services are also available to our lymphoedema patients.

Patients tell us that they feel more able to take responsibility for their own wellbeing when given information and support alongside their treatment. We also have a support group which meets quarterly.

For more information on meeting dates, visit www.sbh.org.uk or give us a call on 01494 717050.

*Source: www.lymphoedema.org



Alongside specialist care and support we also offer practical support to all patients for things such as hygiene and personal care to advice on benefits paperwork and wills.



1-1 nurse consultation:

Our nurses are all dedicated professionals with experience in palliative and lymphoedema care. A 1-1 consultation with a nurse can be valuable time to discuss what you can expect from your time with us and ask any questions about your diagnosis. It can also be used to talk about what you would like to do during your visit and any requests or wishes you would like us to be aware of.

If you are a family member or carer, 1-1 nurse consultations can also be useful when discussing what you can expect from having a loved one spend time with us. You may also wish to discuss your own needs and use the time to book an appointment for a complementary therapy or find out more about a support group. Find out more about what we do for families and carers on page 19.

Personal care:

We have facilities at the Hospice for patients who would like to have a bath or a hair wash. Sometimes it's the smaller things such as a nice bath and clean hair that make the biggest difference when a patient is suffering from the side effects of a serious illness.

We also have access to hairdressers and beauty therapists for patients who would like to have their hair cut or a manicure while they are with us. Just let one of our nurses know if you have any special requests.

Benefits & financial information:

Your diagnosis may entitle you to benefits and we may be able to offer advice on what you could be receiving. While we cannot offer help filling out benefit forms, we will do our best to find out any information we can to support you and point you in the direction of someone who can help.

You may find yourself in a situation where you would like to speak to a financial professional who can advise you on what to do with your money following your diagnosis. We can help you identify someone who may be suited to help you.

If you decide that you would like support with your will, we can provide you with contact details to suit your wishes as we work with lots of local legal firms. Please note that we have no involvement further to this and our nurses cannot be witnesses or executors.

We occasionally hold informative talks at the Hospice about wills and estates, power of attorney, financial planning and other subjects relating to a life limiting illness. For details on when these take place, please speak to our nurses or visit our website.

We work with a number of external agencies and if we can't help you, we will always try to find someone who can.

Emotional Support

At difficult moments in our lives we all need additional comfort and support. Our professional team of counsellors and psychotherapists are here to provide support for individual patients and families. These are some of our specialist areas that may be able to help:

1-1:

The emotions and feelings that come with a life limiting illness can sometimes be overwhelming and confusing. In our 1-1 setting, our professional counsellors can help you explore how you are feeling in a secure environment. Our 1-1 support is also provided alongside any of the areas below.

Bereavement:

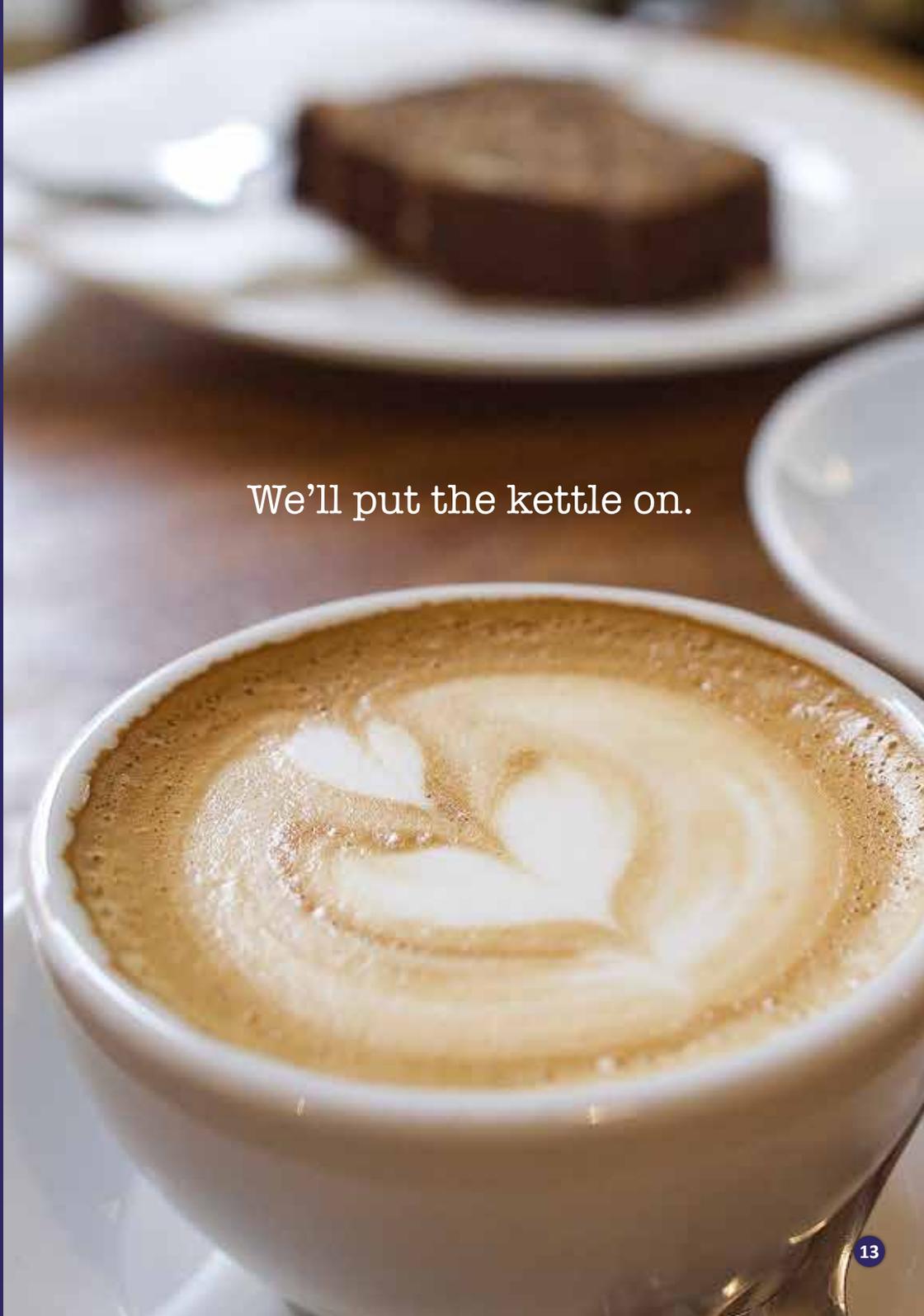
Depending on where you are on your personal journey, you may choose to receive either 1-1 or group support. Our dedicated and specially trained Grief and Healing Team are on hand to provide support, guidance and an outlet for anyone experiencing the emotions that accompany the loss of a loved one, whether or not they were a patient at SBH. We also offer family and couples support for dealing with bereavement. More information can be found about our bereavement support group on page 16.

Families:

A multitude of emotions come with a life limiting illness and when you're part of a support network for a patient, these can sometimes be overlooked or pushed aside. Family therapy is a place for family members to express and explore difficult emotions in a safe environment. It's open to all ages and our family psychotherapist can also work with children and young people.

Couples:

Going from 'happy couple' to 'carer and patient' is an enormous shift especially when it comes alongside a frightening diagnosis. We recognise the impact this can have on even the most solid relationships. Our support for couples provides an open and safe place to explore how you are feeling, share experiences, understand and appreciate each other's views and needs, and provide ongoing support for each other.



We'll put the kettle on.



Spiritual care

Being diagnosed with and having a life limiting illness is a deeply personal journey.

Many people find great comfort in their religious or spiritual faith at this time and for others, they find comfort in a faith they never knew existed or by reconnecting with an old one.

Whatever your preferences, we are respectful of all personal beliefs and will do what we can to support you spiritually while you are with us. This includes access to local priests, vicars, Imam, Rabbi or other faith representatives. Our staff can arrange visits, meetings and prayer time for you and your family.

Physiotherapy

Physiotherapy plays a major role in the care of our patients. With gentle encouragement lots of our patients regain confidence in their own abilities. If you're restricted in your mobility, physiotherapy may be able to help you do very simple things for yourself which is a huge boost for your independence.

Some of the benefits of working with our physiotherapists include:

- Helping mobility
- Helping with chest and breathing problems
- Increasing stamina and flexibility
- Alleviating pain
- Symptom relief

Alongside 1-1 sessions with our physiotherapist we also offer group yoga and Tai Chi classes. We also run a separate Yoga class for carers too.

Our aim is to help you manage your symptoms to keep you mobile and doing the everyday things you need to.

We also run specialist information sessions aimed at providing practical support for everyday living such as 'preventing slips and falls at home'. If this is something you would be interested in hearing more about, please speak to one of our nurses.

“ Keeping myself mobile is really important to me. If I couldn't make myself a cup of tea or have a wash in the morning I don't know what I'd do. Physio keeps me feeling like my old self! ”

We offer a range of **support groups** which are aimed at providing advice, information and guidance through difficult times. These include:

BRAIN TUMOUR SUPPORT

A monthly group meeting providing information and support to patients with a benign or malignant brain tumour, their families and carers. Regular speakers attend the group and there are a number of social events for members.

BREATHE EASY IN ASSOCIATION WITH THE BRITISH LUNG FOUNDATION

A monthly group meeting for anyone with chronic breathing problems such as COPD. A speaker attends each group and provides topical information on breathing issues.

We also run a Breathe Easy gentle exercise class which is run by a specialist instructor and is suitable for different and changing abilities.

BEREAVEMENT

An informal support group for anyone who has been bereaved. A nurse is on hand for anyone who would like 1-1 support.

CANCER SUPPORT FOR YOUNG PEOPLE

A weekly group meeting for young people aged 18+ undergoing chemotherapy and radiotherapy. A great opportunity to make new friends who can relate to how you feel.

CARERS AND YOUNG CARERS

A monthly group meeting aimed at providing advice and support to those coping with the emotional and practical demands of being a carer. The group welcomes regular guest speakers and provides useful information on all aspects of caring such as places of respite care, financial information and grants.

LYMPHOEDEMA

A quarterly meeting with a topical talk, advice on management of the condition, refreshments and raffle. New members are also welcome to bring a friend along.

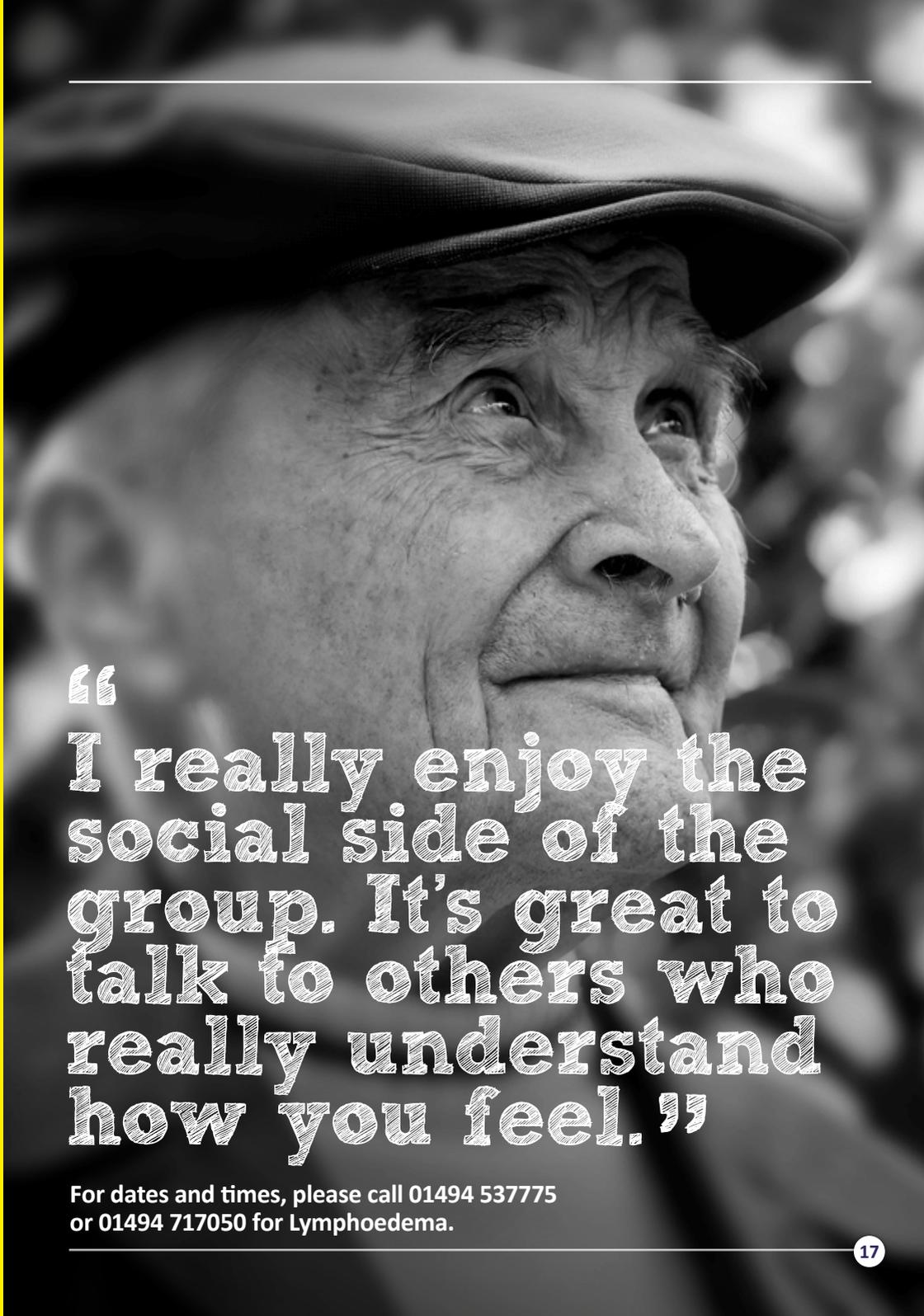
REMINISCENCE*

These group sessions are aimed at making a valuable connection between the past and present. Recalling memories can be immensely therapeutic and enjoyable. It may also help resolve and make sense of past events.

SATURDAY SOCIAL FOR RECENTLY DISCHARGED PATIENTS*

A weekly meeting to help give ongoing support and encouragement to patients who have been discharged.

*Available from 2015 onwards.



“
I really enjoy the social side of the group. It's great to talk to others who really understand how you feel.”

For dates and times, please call 01494 537775 or 01494 717050 for Lymphoedema.



Community Outreach*

Home companions

Our home companion service offers valuable 1-1 support to people who may become isolated and vulnerable due to living with a long term or life limiting illness. Whether you want to play cards or simply enjoy some time in the company of another person, our volunteer companions are all compassionate people who enjoy helping others. They can help with practical things too such as calling your doctor to make an appointment or picking up a prescription. Spending time with our home companions can also be a great opportunity for your carer to have a well-deserved break.

Skype support

If you're unwell or have an episode that prevents you from coming to the Hospice, we want to make sure you're not cut off from the people you've built a relationship with; the professional who's familiar with your background and needs. Our Skype support allows patients to take home a tablet (iPad or similar) which will provide access to a nurse or counsellor if face-to-face support is needed.

If you have relatives or loved ones who live far away, we also run a club which supports you to have valuable face-to-face time using a tablet. If you have someone you'd like to speak to, from Bournemouth to Australia, just let us know and we'll do what we can to help you with this.

Carers & families

South Bucks Hospice is committed to working with carers and families to provide support and guidance where needed. All of our complementary therapies (page 5) are available to families and carers. We run a monthly carers group that you are welcome to join, read more about this on page 16. We also have a range of counselling services tailored to families and carers, these can be seen on page 12.

If you are a carer or family member and would like to arrange a 1-1 with a member of the team who can identify what might be beneficial for you, please get in touch with us on 01494 463198.



FREQUENTLY ASKED QUESTIONS

How much does it cost?

All the services provided at South Bucks Hospice are free of charge. South Bucks Hospice is a registered charity and we work hard to make sure our services remain free by fundraising for anything needed. Contributions to support this are always welcome and very gratefully received.

Is it like a hospital?

No, we are much more informal than a traditional hospice or hospital. While we are a clinical environment you will find that both our sites are very homely and warm places to spend time in.

Do you have beds?

South Bucks Hospice is a day service so we have lots of comfortable seating, but no beds. Patients and carers are welcome to either spend the day with us or visit just for appointments.

Can I just book myself in to come along?

No, you will need to be referred by a professional such as your GP, social worker or District Nurse. You or a member of your family can self-refer but we will take you through our referral criteria before you can use our services. You are welcome to attend any of our support groups without going through the referral process but it's always good to give us a call and have a chat about your needs beforehand.

I'm not dying, why am I coming to a hospice?

We provide care to people with both life limiting and long term illnesses. This includes cancer and also conditions such as Motor Neurone Disease (MND), respiratory diseases and neurological conditions.

I don't have cancer so why have I been referred here?

South Bucks Hospice offers support for anyone who has a diagnosis of a life limiting or long term illness. Your referrer feels that there's something we can support you with and our treatments and therapies aren't just limited to those who have cancer.

Can I choose what I want to do?

Yes, we have lots of treatments available and lots of activities that happen each day. During your initial assessment we will go through these with you and you can let us know what you'd like to do and take part in. You can change your mind as you wish.

Can I come and visit just to see if I like it?

Yes of course, just give us a call to arrange a date and time. We also regularly hold a 'Talk and Tour' of the Hospice – if you would like more information on when these take place please call us or visit our website.

Can I smoke?

Patients are welcome to smoke in the designated smoking area at the Hospice. We do however ask patients to be respectful and not smoke in any of the indoor areas.

How good is the level of care?

We pride ourselves on providing outstanding care to local people who need our help. We regularly ask patients and users of our services for feedback and ensure that we are adhering to best practice guidelines.

Will there be refreshments?

Yes we do offer refreshments to all patients. From tea and coffee to home-baked cakes and healthy lunches – we will make sure you are suitably refreshed during your time with us!

Will I be made to sit with lots of sick people and play bingo?

There is a day room at the Hospice and if you choose to spend time here or take part in group activities, you may be in the company of patients who are at an advance stage of their illness. However, we are a cheerful and compassionate bunch of people and we always strive to keep the atmosphere uplifting. And you only have to play bingo if you want to!

Can I bring my own activities?

Yes. We quite often have patients who bring their knitting, books, puzzles or craft projects with them. We are also always delighted to hear suggestions from patients on any new activities they would like to do.

Do I have to stay for the whole day?

You do not have to spend the day with us if you'd prefer just to come for a short time or for an appointment only. Our nurses will discuss your wishes with you during your initial assessment.

Can I have visitors?

As we are not an in-patient facility, it is not the norm to have visitors. However we understand that at difficult times, there may be the need to see important people and we will try and accommodate this where we can.

We're not here for curing...

BUT FOR CARING

General Information

Transport

For palliative patients who do not have access to transport, we offer help with this for the High Wycombe area on Monday – Thursday. As we use volunteer drivers, unfortunately we are unable to provide transport for patients who are wheelchair dependent but we can advise on external services such as Dial a Ride and local Red Cross drivers who can help.

Parking

We have on-site parking at both of our sites. If either car park is full, please speak to a receptionist and they will advise you on somewhere alternative to park.

What to bring

Please bring along any medications which you should be taking during the time you are with us. If you need help with this, please just let one of our nurses know. If you use walking aids please bring these along. We can provide wheelchairs and frames for occasional use if needed but it is more advisable to use what you are used to.

If you are having a bath you may wish to bring your own toiletries or products with you but we can also supply these if needed. Please bring a change of clothes if you wish.

If you are visiting for emotional support or use of complementary therapies you will not usually need to bring anything with you. If you do, you will be advised when your appointment is booked with you.

Speaking to a nurse*

Calls to the Hospice are answered between 9am and 5pm by a volunteer receptionist. If you need to speak to a nurse, we ask that you call between 2pm - 4pm. Calls to our Lymphoedema Clinic are answered 9am - 4pm.

When not to attend

If you have sickness, diarrhoea, a raised temperature, conjunctivitis or a hospital acquired infection such as MRSA, please call us before attending. It is very unlikely that you will be able to come along with any of these things but we will always try to ensure you are supported.

What we need from you

- Contact details for a carer or family member in case of emergency
- Information on any special dietary requirements
- Any controlled medication which we will keep in a locked cabinet

Donations

As part of our best practice, nurses and the professionals you are working with will not accept donations or gifts. If you would like to make a donation or gift to the Hospice, please ask a nurse to contact a member of the fundraising team who will be delighted to come and speak to you.

Feedback

Compliments and comments on our services are always gratefully received. It's extremely important to us and beneficial to others to hear feedback on what people who are using our services really think. We are also always grateful to hear about anything that you think other service users would find beneficial. If you have any comments to make, please let one of our nurses know.

Opening times

- **Palliative care:**
Monday - Thursday 10am - 5pm
Friday by appointment only
- **Lymphoedema care:**
Monday - Friday 9am - 4pm
- **Support groups and counselling services:** Please enquire for timings

If there is an element of our service that you are unhappy with, please do not hesitate to contact our Chief Executive Jo Woolf on **01494 537775** or by emailing **Jo.Woolf@sbhospice.org.uk**

All complaints will be treated confidentially and we aim to respond to you within 24 hours. If you would like a copy of our complaints procedure, please ask a member of staff who will be happy to provide you with it.

THE AREA WE COVER

We see patients from all over Buckinghamshire and the surrounding areas, including all the towns you see here and everything in-between – we never turn anyone away.

We also have patients who come to us from outside the area as they have a relative who works locally and can drop them in. We even have some patients from other parts of the country who use our facilities when they are visiting relatives.

Sometimes it may be more beneficial for you to visit a hospice closer to home. We work closely with all the surrounding hospices and in these circumstances, we'll work with you to make sure you're receiving the care you need and want.





After many years providing expert care to local people living in Buckinghamshire, South Bucks Hospice is at a stage where we're about to embark on an expansion that will have a huge impact on the local community.

Our plans are to build a brand new, state-of-the-art community Hospice that will allow for our two existing sites to come together under one roof and our current services to expand. We already own the land and have received planning permission for the building. The work is due to begin in early 2015 and expected to be complete by January 2017.

As part of our expansion, we are planning to add much-needed new services to the list of what we currently offer. This will include dedicated support for 18-28 year olds, carers and many more people in the local area who need our help.

To do this we need your help.

The total cost of the project is £4.7 million. With the help of an extremely generous legacy and the support of lots of wonderful local people we have already raised £2.8 million. We still have some way to go and every single donation, no matter how big or small, helps us get closer to our goal.

If you would like to make a donation, please call 01494 464045 or send a cheque made payable to South Bucks Hospice to the address on the back of this booklet.

If you are interested in helping us raise awareness of our good work and would like to hold an event on our behalf or welcome a representative from South Bucks Hospice to talk at your community group, school or church please get in touch with us on 01494 464045.

You can also donate
online at www.sbh.org.uk



**Thank you for
your ongoing
support.**



South Bucks Hospice

Palliative and Lymphoedema Care



Palliative

Edie Pusey House, 9a Amersham Road, High Wycombe, Bucks HP13 6PN
t: 01494 537775 f: 01494 449154 e: info@sbhospice.org.uk

Lymphoedema

Cedar Barn, Cedar Avenue, Hazlemere, High Wycombe, Bucks HP15 7DW
t: 01494 717050 f: 01494 717043 e: info@sbhospice.org.uk

Fundraising

9b Amersham Road, High Wycombe, Bucks HP13 6PN
t: 01494 464045 e: fundraising@sbhospice.org.uk

www.sbh.org.uk

Registered Charity No: 1128881