



How will the patient be referred?

Patients will usually have been referred, with their permission, by their Community Nurse or Clinical Nurse Specialist, who will have contacted the Hospice at Home Nursing Co-ordinators or Manager.

Following the referral, an appropriate Registered Nurse or Health Care Assistant will be assigned to attend the patient at home and provide care during hours that have been mutually agreed.

Families/carers can contact the service at any time while the service is caring for their loved one.

How to help the nurse who is visiting

- Please have clear access to your house.
- Let us be aware of pets or any hazards, including smokers.
- The use of a telephone to let the nurse report they have arrived safely.
- A comfortable chair to sit in when not attending to care needs.
- The opportunity to make tea or coffee or have a drink during the shift.

How we are funded

Severn Hospice is part of health services offered to people living in Shropshire, Telford and Wrekin and North Powys but we are not part of the NHS. We are a completely independent charity and have to raise over two-thirds of our running costs.

Our care and emotional support is totally free for both patients and their families; but not without cost.

Our services are funded through a combination of kind donations from local people, fundraising activities, our lottery and retail departments, gifts in people's wills and grants from the NHS. For every £1 invested through NHS grants, we provide £3 worth of service to local people.

If you would like to find out more about the various ways you can help our cause, please contact our Appeals team:

- by calling 01743 354450 or 01952 221351
- by visiting our website www.severnospice.org.uk

When cure is no longer possible;
care is...



Registered charity no. 512394

Shrewsbury
Bicton Heath
Shrewsbury
SY3 8HS

01743 236565

Telford
Apley Castle
Telford
TF1 6RH

01952 221350

Newtown
Hosbis Hafren,
Back Lane, New-
town, Powys,
SY16 2NH

01686 623 558

www.severnospice.org.uk



Information about

Hospice at Home - Information for patients, carers & families



Leaflet produced by
Severn Hospice





What is the Hospice at Home Service?

We provide care for people who wish to remain at home at the end of life. The service covers the whole of Shropshire.

Its aims are to:

- Offer support and nursing care, day or night.
- Enable people who are very ill to remain in their own home if that is their wish.
- To complement and work closely with existing services - community nurses, specialist nurses, and your GP, to name but a few.
- Endeavour to reduce stress placed on families and health professionals.

For further information on either element of the service please contact the scheme direct or information can be accessed via the following websites:
www.severnhospice.org.uk

Contact details for the team

Phone: 01743 261506

Email:
hospiceathome@severnhospice.org.uk



What type of help is provided and for how long?

The team consists of appropriately trained and experienced registered nurses and health care assistants who provide:

- Nursing care for patients with palliative and end of life care needs.
- Psychological and emotional support for patients, carers and families.

How many visits can a patient have?

It is hoped that the patient and their family will benefit from the service in the final stage of illness.

Provision of care will be decided in partnership with the patient and their family and also with the community nursing service and other health and social care professionals involved in the patients care.

The care will be provided depending on the availability of staff at anytime and also on the condition of other patients on the caseload at the same time, i.e. patients with the greatest needs are prioritised.



Philosophy of care

- To offer the highest quality nursing and social care to patients who express a wish to be cared for at home.
- To enhance the quality of life towards the ultimate aim of a dignified and peaceful death.
- To offer support to carers, family members and professional colleagues.
- To encourage family involvement at all times.
- To provide appropriate and accurate information at all times.

How much does it cost?

The service is free to the patients but is not without cost.

It is jointly funded and supported by Severn Hospice, Shropshire Clinical Commissioning Group and Telford and Wrekin Clinical Commissioning Group.