



St Gemma's Hospice

**A guide to our services,
for patients and their families**

St Gemma's Values



Vision, Purpose & Values

Our Vision:

The needs of people living with a terminal illness and those close to them are met with care, compassion and skill.

Our Purpose:

St Gemma's Hospice acknowledges the value of life and the importance of dignity in death. We provide and promote the highest quality palliative and end of life care, education and research.

Our Values:

Caring - Treating each person with kindness, empathy, compassion and respect.

Aspiring - Continually learning and developing; striving for excellence in everything we do.

Professional - Delivering high standards through team work, a skilled workforce and good governance.

How St Gemma's Hospice could help you and your family:

- ♥ Expert nursing and medical care
- ♥ Highly experienced staff in symptom management and pain control
- ♥ Support individually tailored for you and those close to you
- ♥ Professional support and advice in your own home
- ♥ A skilled multi-disciplinary team providing holistic care for patients and their families

"The care, attention and devotion I received, no words can express..."



Welcome to St Gemma's Hospice

This booklet introduces the services provided by St Gemma's Hospice and the ways we can help you. If you have further questions or require more detailed information about any aspects of our services, our staff are always on hand to help.

St Gemma's Hospice based in Moortown, Leeds, provides the best possible palliative and end-of-life care for local people with cancer and other life threatening illnesses. We specialise in pain relief and symptom control and support to help people live as well as possible for as long as possible.

Care is offered to patients and their carers in a variety of ways: in the Hospice's In-Patient Unit, in your own home by St Gemma's Community Team and via St Gemma's Out-Patients.

St Gemma's welcomes and provides care to everyone regardless of people's age, gender, disability, race, religion or sexual orientation.

Introducing:

St Gemma's Community Team

Specialist advice and support in your own home or Out-Patient Clinics

St Gemma's Out-Patients

A comprehensive range of services for patients and their carers, in an accessible, informal, purpose-built centre

Meet with a health care professional, enjoy a treatment provided by a trained therapist

St Gemma's In-Patient care

Expert care and attention round the clock for you and your family

Other information

More details that you may find helpful

"I'm so lucky to have come into contact with St Gemma's Hospice."

St Gemma's Community Team



St Gemma's Community Team – specialist advice and support in your own home and Out-Patient clinics

You may require specialist advice and support at times through your illness, but choose to stay at home.

The St Gemma's Nurse Specialists can:

- ♥ Discuss issues which may be having an impact on your life, whether physical, emotional, spiritual or social
- ♥ Use their knowledge and experience to help improve physical symptoms such as pain, nausea or breathlessness
- ♥ Discuss your thoughts and feelings, and give information which can often help you to make choices about the present and the future
- ♥ Offer advice and support to your family and carers

♥ Refer to other professionals in the Hospice such as doctors, social workers, therapists or spiritual care staff

♥ Refer patients to St Gemma's Out-Patients or clinics

The St Gemma's community team works closely with other professionals who may be involved in your care including GPs, District Nurses, Community Matrons and hospital teams.

How do you access the St Gemma's community team?
Your GP, District Nurse or hospital team can refer you to our service.

"We are so grateful that we can continue with our family life, it means so much to the children that mum is here when they return from school."

St Gemma's Community Team



"When St Gemma's was originally mentioned to me, I was scared. How wrong I was. The staff are brilliant and the whole experience has given me a much more positive outlook on my illness."

www.st-gemma.co.uk

St Gemma's Out-Patients



St Gemma's Out-Patients

- ♥ Spend the day in relaxed surroundings
- ♥ Meet with health professionals who have time to discuss your concerns
- ♥ Choose from a range of therapies and activities
- ♥ Meet other people to share experiences

If you choose to remain at home during your illness, St Gemma's Out-Patients can give you the extra support that maximises your quality of life.

You may wish to visit for the day and enjoy the warm, friendly and therapeutic environment. Our expert staff are on hand to help you manage your symptoms and provide a variety of therapies such as massage and aromatherapy to lift your spirits. Many people value the support of meeting with others in a similar situation, your family can relax knowing that you are in safe hands for a few hours.



You may choose to visit St Gemma's as an Out-Patient or attend our Drop-In Service. You can make an appointment to see a doctor, nurse or therapist, or attend a clinic, such as one which helps patients to manage complex symptoms such as fatigue, breathlessness and anxiety

"I love the social side of my visits, it helps me to feel 'me' again..."

St Gemma's Out-Patients



A wide range of support services are available including:

- ♥ Physiotherapy to promote activity and wellbeing
- ♥ Occupational therapy to enable you to work towards goals which are important to you
- ♥ Complementary therapies such as massage and aromatherapy to help you relax
- ♥ Creative therapies to focus your thoughts away from your illness and release undiscovered talents!

How do you access St Gemma's Out-Patients?

Your GP, District Nurse or hospital team can refer you to our service, along with your St Gemma's Community Nurse Specialist. We also have a Drop-In Service, with no referral required.



- ♥ Record some of your life story with a Hospice Biographer
- ♥ Emotional and spiritual support for both you and those close to you, including children
- ♥ Advice about practical issues such as money worries, social benefits and accessing equipment and services
- ♥ Support groups for carers, the bereaved or for patients with specific symptoms such as breathlessness

St Gemma's In-Patient Care



St Gemma's In-Patient care – expert care and attention for you and your family

At times you may need the round the clock care and support provided by the St Gemma's In-Patient Unit. Through specialist knowledge and skills, staff will aim to ease your symptoms and address any concerns you may have. We will care for you and your family as individuals and the professional team will consult you and, with your permission, those close to you about your care.

The In-Patient Unit consists of two wards, with a mixture of single and shared rooms with en-suite facilities. Your care team will include doctors, nurses, therapists, family support workers and spiritual care staff. It is our aim to provide you with the best possible, individual care 24 hours a day for the duration of your stay. A small team of nurses will be responsible for your care throughout the day and night.

Taking care of you and your family:

We will:

- ♥ Offer a range of services to support your goals
- ♥ Provide emotional support for both you and those close to you, including children
- ♥ Be respectful of all beliefs, religions and cultures and tailor your care accordingly
- ♥ Offer advice about practical issues such as money worries, social benefits and accessing equipment and services
- ♥ Provide a flexible catering service to suit your own tastes and dietary needs
- ♥ Show you to our chapel and quiet areas when you or your visitors need time to reflect
- ♥ Provide bereavement and pre-bereavement support to you and those around you who may need it



Our 'Home from Home' facilities for you and your family:

- ♥ Fully equipped bedrooms with TV, DVD, bedside phone for incoming calls and WiFi
- ♥ Wide selection of freshly prepared meals and snacks available throughout the day in 'the Bistro'
- ♥ Rooms overlooking the stunning Hospice grounds and access to the therapeutic gardens
- ♥ Outdoor children's play area
- ♥ Facilities available for close friends or relatives to stay overnight

"My cultural and spiritual needs were always respected..."

How do you access the St Gemma's In-Patient Unit?

Your GP, District Nurse or hospital team can refer you to our service, along with your St Gemma's Community Nurse Specialist.

What should I bring with me on admission?

If you need the expert care offered by our In-Patient wards, you will need to bring with you your usual medication and any personal items such as toiletries.

We recommend comfortable indoor clothing and nightwear. You can bring your mobile phone but we suggest that you leave other valuables at home.

Please feel free to bring any photos or small personal items that make you feel at home during your stay.

Other Information



Did you know?

- ♥ All the services provided by St Gemma's Hospice are free of charge to patients and their families
- ♥ Families and carers are supported by the Hospice's specialist bereavement workers who provide support to all including children and young people
- ♥ The average length of stay on St Gemma's In-Patient Unit is 13 days
- ♥ People are often admitted for symptom control and discharged home
- ♥ The Hospice employs over 250 staff, the majority of whom are focussed on patient care. There are around 90 nursing staff
- ♥ A large team of local people also volunteer in all areas of the Hospice
- ♥ We are an official University Teaching Hospice and we provide learning placements for medical, nursing and specialist trainees. Our Academic Unit of Palliative Care, in partnership with

the University of Leeds, undertakes research projects, all with the aim of benefiting patients directly

- ♥ Our staff work within their professional codes of conduct and the Data Protection Act.

Who's who at St Gemma's?

St Gemma's is an independent charity governed by a Board of Trustees that meets quarterly. The day to day running of the Hospice is the responsibility of the Chief Executive who is assisted by a Leadership Team which includes a Chief Medical Officer, Chief Nurse and Chief Operating Officer. The person in overall charge of patient care is the Chief Nurse who is also the Registered Manager of the Hospice. She is a Registered Nurse who has also undertaken further specialist training. Each area of our service is led and managed by a very experienced professional who works with a wider team to provide the best possible care.

Board of Trustees, Chair **Philomena Corrigan**
Chief Executive **Kerry Jackson**
Registered Manager/Chief Nurse
Heather McClelland



Tell us what you think:

We value your comments and suggestions on any aspects of your care. Your views will help us to improve the services we provide and highlight any areas for future development. We actively encourage feedback by ongoing patient and carer satisfaction questionnaires, focus groups for both patients and carers, and a Compliments, Comments and Complaints leaflet.

The Hospice is registered with the Care Quality Commission who check all healthcare providers in England to ensure they are meeting Government standards. For a copy of our latest inspection report, or our 'statement of purpose' please contact 0113 218 5500.

The Hospice Quality Account is available from reception and departments. It is also available on the NHS Choices website. This is a report for the public about the quality of our services. It contains information about patient safety, the effectiveness of treatments and care and the feedback we receive from patients and families. It outlines how we continually monitor and improve our services.

What to do if we don't get it right:

We hope that you are happy with the care St Gemma's provides but if we do fall short of your expectations, please follow these steps:

1. Please talk to us as soon as possible, so we can do our best to improve your experience
2. Ask to speak with the Head of In-Patient Care or a Senior Nurse
3. You can contact the Chief Nurse at the Hospice (address on the back cover)
4. You can write to the Chief Executive at the Hospice (address on back cover)
5. If you are not satisfied that your complaint has been dealt with satisfactorily, you may wish to contact:

Care Quality Commission,
Citygate
Gallowgate, Newcastle upon Tyne,
NE1 4PA.



How you can help us:

The services St Gemma's Hospice provides are always free but we can only continue to do this through the generosity of our supporters and volunteers. To find out more about how you or your family can help us, ask to talk to a Hospice Fundraiser, email at fundraising@st-gemma.co.uk, phone 0113 218 5555 or visit our website at www.st-gemma.co.uk.

Need to know more ?

We hope we have answered some of your questions in the booklet. If you would like more information about any aspects of our work, or your care, please contact the Hospice via the details below.

If you require this booklet in a larger font or another language, please contact the marketing team on 0113 218 5500.

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