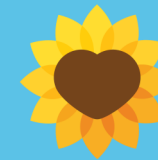
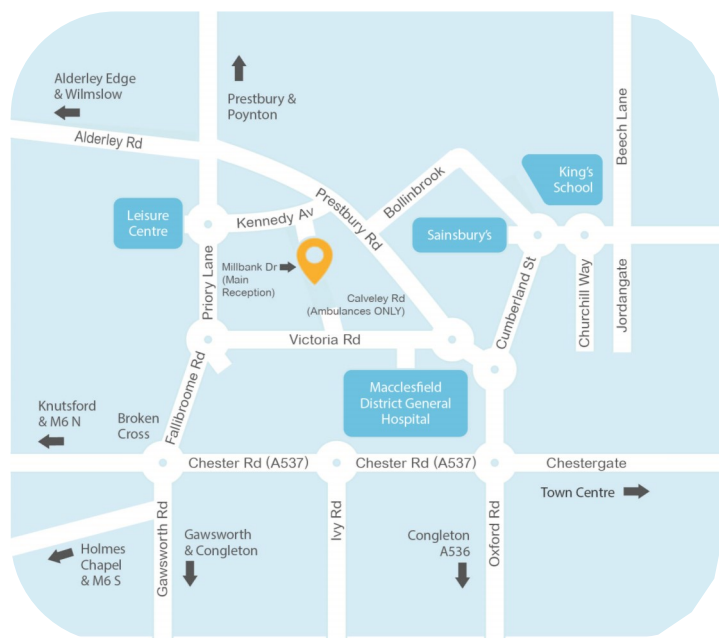




**East Cheshire  
Hospice @Home**  
*Here when you need us most*

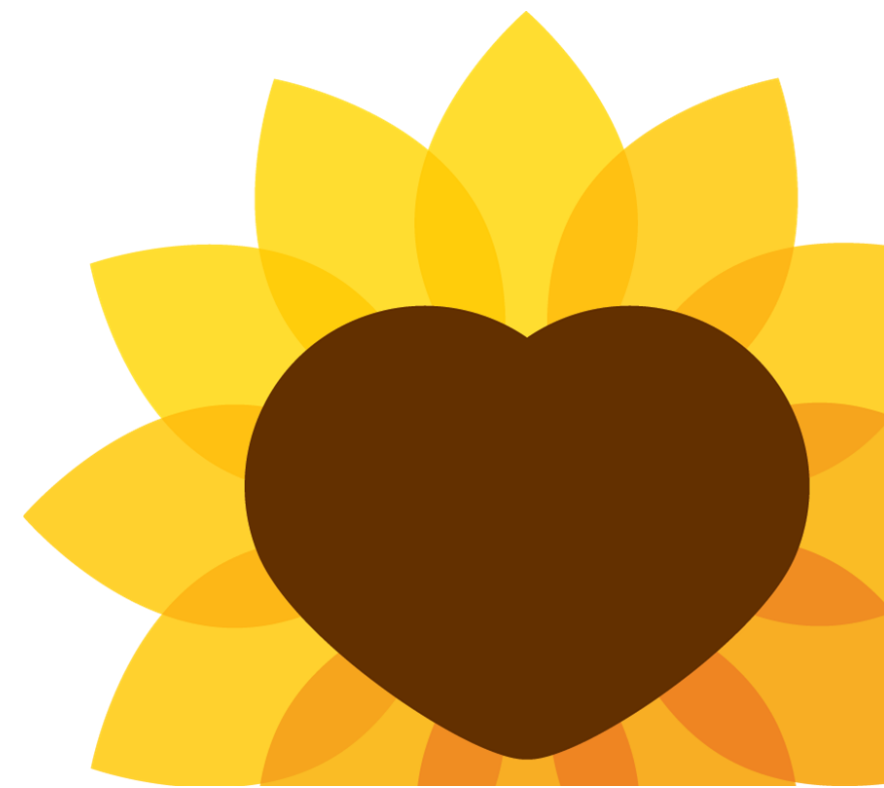


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Hospice @Home**  
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# Welcome to East Cheshire Hospice @Home

A service guide for  
patients & carers



East Cheshire Hospice @Home

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## Welcome to the Hospice @Home Service

East Cheshire Hospice's Hospice @Home service provides support for adults who need specialist end of life care, but wish to remain at home rather than go into a hospital or hospice. We aim to bring the care and calm of the Hospice out into your home, to bring relief from distressing symptoms or worries.

Our team works throughout the communities of Knutsford, Congleton, Macclesfield, Poynton, Wilmslow and the villages and hamlets in between. Together with our community health partners such as your Macmillan Nurses, General Practitioner and /or District Nurses, our purpose is to give you the best possible palliative care in the environment you call home.



## How can we help?

The Hospice @Home team is made up of experienced specialist nurses and healthcare assistants, who can offer hands on practical and social support, to enable patients to remain at home wherever possible.

We may use your data for audit purposes to measure the quality of the care we give, and train and educate staff (with your consent). East Cheshire Hospice is committed to Data Protection and aims to comply with current legislation. If you have any concerns or require more information please contact the hospice) 01625 610364 and speak to the Caldicott Guardian.

## Moving on from the service

This is a short-term service; your care needs are reviewed on a regular basis and should your condition stabilise you may be discharged. However, you can be re-referred if your condition changes and you should need us again.

## Cost of the service

The Hospice @Home is provided free of charge to all patients. However, as a charity we do rely heavily on public contributions to maintain the service. Your or your family can help safeguard its future by:

- Becoming a volunteer
- Organising a fundraising event
- Making a regular donation
- Joining the Hospice lottery
- Leaving a gift to the Hospice in your Will

If you would like to receive more information of any of the above, please contact our Fundraising department on 01625 433477.

We are so grateful to the people of East Cheshire for their continued support.

We have a duty to protect the health and wellbeing of our staff and we therefore ask you to do everything possible to provide a smoke free environment when our staff are visiting your house.

If you have pets in the property we ask that you take into consideration that the nurse must perform certain duties, and would appreciate if they can be kept in a separate room.

## Patient information

The Hospice requires information to plan and manage your care safely and effectively. Your medical information may be recorded on paper or on a computer database and shared with other healthcare professionals. All staff have a legal duty to ensure that personal information held at the Hospice is kept confidential at all times and ensure that you receive the best possible care.



## What do we offer?

The care provided by the team will be tailored to your specific needs and preferences, following an assessment by your District Nurse or a qualified Hospice @Home nurse.

We understand that you are likely to have many professionals involved in your care, and we know how important it is to communicate effectively with everyone involved. We will work as a team to give you the best care possible.



We aim to reduce stress and anxiety for patients and carers by providing support with:

- Rapid discharge from hospital or hospice
- Psychological support
- Liaising with other professionals
- Symptom management
- Crisis intervention
- Short term individual nursing care at end of life
- Advice with end of life care issues
- Guidance with medication.

## When can you access the service?

The service is flexible and will be reviewed on a daily basis as your needs change.

Our main role is to provide support during the evenings, nights and weekends, however the service will be delivered outside these hours if necessary for assessments and discharges.

The Hospice @Home service is here to respond if you need urgent assistance, advice or support out of normal working hours, providing you and your loved ones with peace of mind.

We will discuss any care we provide during these hours with the wider team of health care professionals to enable a smooth transition from night time to day time services.



## Health and Safety

Our Hospice @Home professionals wear a uniform, name badge and carry photographic identification which they will present to you before entering your home.

Access to your property and handling of contents belonging to the patient will be at the consent of the patient and carer.

In the event of an accident or incident in the home the Hospice @Home professional will assess the situation and contact the relevant services for assistance.

Nurses may be in your home for several hours in this instance they will need access to:

- A comfortable chair and suitable heating
- Access to bed linen and towels for your use
- A lamp to read or write
- A house phone for emergency calls only if mobile signals are poor
- An electric socket
- Toilet and handwashing facilities (including liquid soap and a separate hand towel)
- A kettle for your nurse to make a hot drink (they will provide their own food)

