

# Hospice at Home Service



**Care and support at home**

# Hospice at Home

Great Oaks Hospice at Home Service provides nursing care and support to people in their own homes who have advanced and progressing illness. Given the choice, many people wish to stay in their own homes to avoid hospital admission. To help achieve this, Great Oaks Hospice at Home Nurses work in partnership with GPs, Community Nurses and the Gloucestershire Palliative Care Team.

## What does this mean to you?

Your choice about where you wish to be cared for at the end of your life is flexible and you may change your mind as your illness progresses. However, your choice may no longer be a safe option, if your condition changes unexpectedly or suitable care is not available. Your GP and Community Nursing Teams will involve you, guide you and support you in your choices to ensure you always get the best care possible.

Your GP remains the lead clinician responsible for your care.

The aim of the Hospice at Home service is to enable you to remain in your own home, if you so wish, whenever possible.

## What the service provides

- Practical nursing care in the home
- Care designed to meet your individual needs
- Support and respite for families
- This service is provided by a team of qualified nurses and health care assistants.
- The service is flexible, so can respond quickly to developing situations.

## How am I referred?

Referrals are accepted direct from your consultant, GP, District Nurse, hospital team, social worker, specialist nurse or from hospice staff already involved in your care.

After a referral has been made, a member of the team will contact you and/or your carer to arrange a visit at a time convenient for you.

Together with you and the person who has referred you, we will agree how we can best assist in supporting you and providing care that is appropriate for you. We will also consider the needs of your family and loved ones.

## How we work

The Hospice at Home team is based at Great Oaks Hospice. We are available to provide care 7 days a week usually via our night sitting service, from 10pm to 7am. Occasional day time sits are arranged as needed. Additional support can be arranged in consultation with your District Nurse and Continuing Health Care (CHC).

The length of time and frequency of our visits will depend on your needs. We may share your care with other providers or seek to transfer your care to a more appropriate organisation if you no longer need Hospice at Home care. All care is reviewed every four weeks or as changes arise.

We aim to ensure our services are available to care for those with the greatest need. Therefore, there may be times when arrangements need to be changed at short notice.

We also aim to respond quickly and flexibly where there is a crisis situation, however, we are not an emergency service.

You and your family will be kept informed of any changes.

Hospice policy states that staff do not give out their personal contact details. Please use the contact numbers in this leaflet.

## How you can help us

### **Please let us know if:**

- There are any potential hazards around your home eg: pets, access issues, wild boar, etc.
- Smokers are likely to be present
- You have no mobile phone signal. We may need to use your landline to contact our coordinator or other staff

### **Please make sure your visiting nurse:**

- Has easy access to and around your home
- Knows where to safely park their car
- Can see a light on when they arrive
- Has somewhere comfortable to sit when not attending to you
- Has access to kitchen and bathroom facilities



# Great Oaks

*Supporting recovery and enhancing quality of life*

**Open Monday to Friday 9am - 5pm  
for friendly advice and support**

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environment**