

# Care for you and your family

**A guide to Prospect Hospice's  
care and support**



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## Welcome

When you're diagnosed with a life-limiting illness, it inevitably raises questions and concerns about what the future holds. At Prospect Hospice, we have developed our services to support you and your family.

We work with you and the people closest to you to offer a programme of care that's tailor-made for you. Our services are available at a range of settings that are local to you, including:

- in your home (this includes care homes)
- at the Prospect Wellbeing Centre in Marlborough
- at the Great Western Hospital in Swindon
- at the hospice in Wroughton

Through our services, we aim to help you live as well and fully as possible in the time that you have. Our skilled, experienced health and social care professionals will help you manage the troublesome symptoms you might experience, and offer advice and support about how to control any pain or distress. We understand that there are also practical, emotional and even financial concerns, and our staff can help here too. Our approach is to support and care for you while recognising your likes, dislikes and the things that matter to you most. What's more, our services are all available to you free of charge, thanks to the incredible backing we receive from our many supporters, who fundraise and volunteer for us.

This booklet is an introduction to our full range of services, but if there is anything more that you need to know about our care, please ask the person that gave you this leaflet. They will be able to either answer any questions you have, or put you in touch with another member of our team who will be able to help you.

## Care at home

For nearly 40 years Prospect Hospice has brought unparalleled end-of-life care services to people living with progressive and life-limiting conditions in Swindon and north-east Wiltshire. This experience has shown us that many people prefer their care to be given in the place they feel most comfortable, and where everything feels most familiar – their own home. This is why the greatest share of our work takes place in the community.



## Prospect Clinical Nurse Specialists

The person who gave you this leaflet was possibly a Prospect Clinical Nurse Specialist. Your nurse is one of a team that is unique in the area we serve. They don't work for Macmillan, or Marie Curie, or anyone else; they are Prospect Clinical Nurse Specialists.

Our Prospect Clinical Nurse Specialists visit people in their own homes, offering care, support and advice for you and your family or carers. The team are very experienced, highly skilled nurses who bring reassurance at uncertain times, offering practical help and guidance throughout your



illness, working closely with GPs, community nurses and other social and healthcare professionals to achieve the best possible care and support for you. They can help ease your pain and other symptoms, and support the people closest to you who are involved in your care.

Please speak to your Prospect Clinical Nurse Specialist in the first instance if there is anything you need to know about your ongoing care through Prospect Hospice. Their service is available every day of the week, so that they are always on-hand to help you with any questions you may have.

Your Prospect Clinical Nurse Specialist can help and advise you on issues including:

- Pain management
- Living with fatigue
- Coping with breathlessness
- Sleeping and eating difficulties
- Other illness-related symptoms.

Your nurse will also:

- Talk with you about any worries or anxieties you may have
- Support the care given by other healthcare professionals through their own personal knowledge and understanding of your condition

- Provide you with up-to-date information about other services available to you
- Support the people closest to you with practical help and advice.

Outside of usual working hours (9am – 5.30pm), you can call our information and advice line on 01793 813355, where a nurse from our In-Patient Unit at the hospice will be able to offer advice and support.

## Prospect@Home

Our Prospect@Home service provides practical, hands-on care in the home. Our team of nurses, senior healthcare assistants and specially-trained volunteers work with other services involved in your care to bring an extra layer of support, designed and delivered to meet the wishes of people whose preference is to be supported at home throughout their illness.

The Prospect@Home service provides care for people near the end of life, bringing additional support when they need it most. This service, provided at the right time, also means families and carers are supported too, offering them a break during the day or even some much-needed sleep, secure in the knowledge that the support they usually give is in the hands of an experienced member of the Prospect@Home team.



## Outpatient services

### Day Therapy service

Our Day Therapy service is available two days a week, and is an opportunity to meet and spend time with people who understand what you are experiencing more than anyone else – fellow patients. The service means something uniquely different to each person who attends, but many of them tell us that their weekly visit provides support, companionship and a boost to their confidence.

The service is flexible and responsive, but most people in their first instance come for a period of twelve weeks. A personalised programme is developed for each person; this will help you build the skills and confidence you need to deal with your symptoms, worries and concerns.

At Day Therapy you will be able to take part in a range of activities including exercise classes, creative therapies, a relaxing massage and a consultation with one of our nurses or therapists, as well as relax and chat with other patients. As well as providing something for you, attending our Day Therapy also gives the people closest to you an opportunity to catch up on things they might not have had the time to do lately.

If you need it, we can arrange transport for you, either by car or by assisted minibus.

### Open Programme and Wellbeing Days

If you would like to try our Day Therapy services but would prefer not



to commit to coming regularly, you might be interested in our Open Programme, which is a series of courses and workshops designed to help you cope with the changes that come following the diagnosis of a life-limiting illness. These sessions include:



- Wellbeing through complementary therapy
  - Living with breathlessness
  - Managing fatigue and maximising energy
  - The benefits of exercise
  - Lymphoedema support and self-management
  - Nutrition workshop
  - Managing stress and learning ways to relax
- Sleep workshop
- A drop-in session for support and advice

We also offer wellbeing days which offer you the chance to enjoy some pampering with massages, manicures and makeovers. Please ask your Prospect Clinical Nurse Specialist for more details.

Talk to your Prospect Clinical Nurse Specialist about how our Day Therapy services, which are available either at the hospice in Wroughton or at the Prospect Wellbeing Centre in Marlborough, can help you.

## **Medical appointments**

Your Prospect Clinical Nurse Specialist or GP might suggest that you attend an outpatient appointment with one of our medical consultants. The most common reason for a referral to this service is to assess and manage the complex symptoms you might experience. Often your Prospect Clinical Nurse Specialist will attend this appointment with



you. Your GP will always be contacted after the appointment, so that they can be updated with any relevant information.

## **Therapy services**

Prospect Hospice's physiotherapists and occupational therapists are skilled and experienced in supporting people with life-limiting illnesses. They work alongside you to help you remain as independent as possible, even in the face of the challenges you might meet. They can help and support you in a range of ways intended to promote your control, maintain your mobility, and boost your confidence in living your day-to-day life. They can also help you relax, increase your energy levels, and cope with pain and other symptoms such as breathlessness.

As you spend most of your time at home, this is where you might need to make the greatest adjustments in your life, so as well as providing services at the hospice, our Therapy team can also visit you at home.

Ask your Prospect Clinical Nurse Specialist about how our Therapy team can help you manage your symptoms and support your independence.

## **Lymphoedema service**

Lymphoedema is a condition often associated with a cancer diagnosis, and for people living with the discomfort and immobility it brings, we offer a dedicated service that can help patients manage their day-to-day life. If you have lymphoedema, speak to your Prospect Clinical Nurse Specialist to find out more about how this service might be able to help.

## Complementary therapies

Our complementary therapies are available to all patients, providing a range of treatments that promote a sense of wellbeing and comfort.

Many of the people who benefit from these treatments say that they can make coping with the anxieties and uncertainty of their illness a little easier to bear. For some people, they help improve sleep and ease aches and pains. Our complementary therapists are volunteers who are qualified practitioners working alongside our Patient Services teams. The treatments most commonly used are aromatherapy, a gentle massage using essential oils, and reflexology, a specialised form of massage which applies gentle pressure to specific points on your hands and feet.

## Supporting the whole family

A life-limiting illness primarily affects you, but the people closest to you will be anxious and concerned too. People often find themselves facing unfamiliar practical, financial and emotional difficulties. Our Family Support team can help.

This team of skilled and experienced social workers and other staff help patients, their families and their carers to adjust emotionally and practically to the impact of their illness. The team provides family support, advocacy, practical planning and children's advice, either at the hospice or at home. They can also provide information on issues such as wills, lasting powers of attorney and parental guardianship.





The team includes a welfare benefits adviser who can help families who are anxious or worried about money and how they are going to make ends meet. Our adviser helps by ensuring people receive the benefits they are entitled to, and can also act on their behalf for housing issues.

In addition to supporting the family as a whole, we have a range of dedicated carer services, including a monthly Carers Café, carers groups and carers courses which take place at the hospice and at local venues.

Please speak to your Prospect Clinical Nurse Specialist about this support, or call the Family Support team on 01793 813355.

## **In-patient care**

Our In-Patient Unit at the hospice in Wroughton provides support for people needing round-the-clock care, either to achieve an improvement in their symptoms or to care for them at the very end of life. The care and support provided by each person will be different, but for most people their length of stay on our In-Patient Unit will be less than two weeks. As the hospice is unable to provide longer-term care, we will talk to you and your family about returning home, to a care home or to other alternative care options.

When people first come to Prospect Hospice for in-patient care, they

often express their surprise at the relaxed ambience and the spacious bedrooms, overlooking beautiful, tranquil gardens. Many of our bedrooms also offer en-suite facilities.

If you are anticipating a stay on our In-Patient Unit, you can expect our care and support to reflect your needs and wishes, leaving you feeling confident and in control. Your family and friends are welcome at any time, and you will be able to spend your days in whatever way you choose.

Aside from your bedside, there are also many other spaces available to you, including our Heart of the Hospice café, the relaxed garden room, and our dedicated quiet space for reflective or spiritual contemplation.

## Further information

Prospect Hospice's care is provided free of charge and is available to people who have a progressive life-limiting illness and who need care and support. Care may be provided over an extended period of time, but is often for shorter periods following which you will be able to contact the hospice in the future should your needs change.

## Care Quality Commission

Prospect Hospice is registered as an independent provider of healthcare services with the Care Quality Commission. This means that Prospect Hospice is required to meet essential standards of quality and safety.

Prospect Hospice's registered manager is Director of Patient Services and Clinical Governance, Clare Robinson.

The Care Quality Commission visits the hospice to ensure it meets compliance requirements. You can find a copy of our most recent inspection on our website [www.prospect-hospice.net](http://www.prospect-hospice.net) or you can request a copy from our Director of Patient Services by calling 01793 813355.

## **Our Vision**

**Excellent, personalised and compassionate care for everyone affected by a life-limiting illness.**

## **Our Mission**

**We work with our community to lead, provide and influence excellent care so that everyone affected by a life-limiting illness can access personalised care when and where they need it.**

### **Prospect Hospice**

**President** HRH The Duchess of Cornwall

**Address** Moormead Road Wroughton Swindon SN4 9BY

**Tel** 01793 813355

**Email** [info@prospect-hospice.net](mailto:info@prospect-hospice.net)

**Web** [www.prospect-hospice.net](http://www.prospect-hospice.net)