



Getting to know Prospect Hospice



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Registered Charity Number 280093





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In a recent survey, Great Britain was ranked number one in the world standards in end-of-life care*.

Much of the credit for this goes to the care and support provided by local hospices. In the Swindon, Marlborough and north-east Wiltshire area, Prospect Hospice is the only dedicated provider of this world-leading care.

Before 1980 there was no Prospect Hospice, just as there were huge areas of the UK that lacked the kind of support that is now available through hospices like ours. The hospice movement has grown hugely since then, supporting 360,000 people across the UK each year. In many ways hospices are a great British success story.

Yet we know that many of the people that we meet at Prospect Hospice don't know much about what we do. This is surprising because the community is vital to our ability to deliver our services to patients and their families, typically donating more than 70 per cent of our funding each year to enable us to bring our help and our care where it is needed most.

So we have produced this booklet to help you gain a better understanding of Prospect Hospice and the work we do.

*The quality of death. Ranking end-of-life care across the world. Economist Intelligence Unit, 2010.



Aren't hospices where people go to die?

Yes, but this isn't the whole truth.

The people we care for at Prospect Hospice are typically in the last year of their life. When we welcome people to our In-Patient Unit, they are often very unwell. But that doesn't necessarily mean that they are going to be dying this time – or even the next time they come to Prospect Hospice.

More than half of the people who first come to Prospect Hospice as an in-patient return home. The reason for this is very simple: they are among the many patients who come to the hospice each year not because they are at the end of their lives just yet, but because, with our support, we believe we can help people to live better in the time they have left, often independently in their own home. People often stay on our In-Patient Unit so that we can help them to manage their symptoms. Sometimes they will stay for a period of respite care, helping their families to adapt to the many challenges that illness often brings.

Our In-Patient Unit is designed to support people at the end of their lives. But the care we provide often helps them live a while longer.



Are hospices gloomy places?

At Prospect Hospice, people's expectations are often different to the reality they find when they come through our doors.

It's the reason why we are so keen to encourage visitors, whether they be future patients or families and friends. We work hard to ensure that the hospice is far from gloomy.

You sense it when you come through the front doors. Our bright, airy reception features a stained-glass depiction of local landmark Liddington Hill. As you move into the café area, the high ceilings maximise the natural light into this impressive space.

This is why we are pleased when our visitors tell us that, contrary to their expectations, Prospect Hospice doesn't feel like a gloomy place at all.



Aren't hospices for people with cancer?

For some people, the word 'hospice' is synonymous with cancer.

While it is true that many of the patients we meet are living with a form of cancer, it would be wrong to think that these are the only people we care for.

The link with cancer is largely historical. When the modern hospice movement started, its growth was largely driven by the needs of people who were already in the late stages of their illness – and the illness that predominated that patient group was cancer.

As treatments have improved, people have been able to live longer, with greater independence, our focus has changed from supporting people on the basis of their diagnosis, to supporting them on the basis of the challenges they face due to their condition. It means that, these days, our nurses, medics and therapists share more of their care and expertise with people who are living with other conditions, such as Motor Neurone Disease, heart and other organ failure, chronic obstructive pulmonary disease and many others.

These days, referrals to Prospect Hospice are based less on the diagnosis than on the physical needs of the patients. In the recent past, around 70 per cent of the people we meet as patients have cancer; the remaining 30 per cent are people living with other conditions. Prospect Hospice is here for people with end-of-life care needs, whatever their diagnosis.



Is the hospice just for people in Swindon?

This was true in our early days, but hasn't been the case for many years.

Prospect Hospice was first formed as the Prospect Foundation, to support terminally ill patients at the Princess Margaret Hospital in Old Town. But, in the 1980s, as the town grew, so too did the size of the community to encompass Highworth, Royal Wootton Bassett, Marlborough, Cricklade and many more rural communities across north Wiltshire.

Today, our Prospect Nurse Specialists and Prospect@Home team visit patients in their homes across our community, and patients are supported in their own homes by members of our Therapy and Family Support teams. In 2016 we opened our Wellbeing Centre, with the support of the people of Marlborough and the surrounding villages, in the town's Savernake Hospital. Our Family Support team and Therapy teams help patients and the people closest to them, helping people to live independently, in the place they often most want to be.

Most of the patients we meet are from Swindon, but, with a population of around 200,000, the town accounts for only two-thirds of the total population of the community we serve.

We are very proud of our association with Swindon, and hugely grateful for the support we receive in the town, but we are equally proud that both our services and our support extend significantly beyond the boundaries of the borough.



What do volunteers do at the hospice?

Volunteers have always been vital to the work of Prospect Hospice.

They support our paid staff in all areas of our work, whether it's helping sort stock in the retail warehouse, delivering patient meals on our In-Patient Unit or visiting patients in their own homes as Prospect@Home volunteers.

There are a wide range of roles available to people with the abilities and experience to add their own energy and skills towards our work, and we are very grateful to the hundreds of local people who volunteer for us. It is true to say that, without this incredible contribution from hundreds of volunteers, each giving their own skills and time towards our work, we couldn't provide the care and make the difference that we do for thousands of people in our community every year.





Prospect
Sarah Dickson
Community Engagement

Does the hospice only support patients?

Without our patients, there would be no need for hospices, and our patients are our foremost consideration.

But it would be a mistake to think that patients are the only people who benefit from the range of services that we provide at Prospect Hospice.

When someone is referred to our care, there are always other people affected by their illness. That's why we have a range of services specifically designed to help families and carers in coping with the challenges that illness brings. The services include family support, practical planning, advocacy and children's advice. The service extends to providing information on legal issue such as wills, lasting powers of attorney and parental guardianship.

At least as many family members and carers as patients access the support that is available through our services each year, reflecting our belief that while we are here to care for patients, their families and carers often need our support too.



Is Prospect Hospice part of the NHS?

Like most community hospices, Prospect Hospice is an independent local charity and not part of the NHS.

However, we do receive funding through the two clinical commissioning groups (CCGs) who distribute NHS funds to our area. In recent years this has amounted to between 25 and 30 per cent of the money we need to run the hospice every year.

We believe the funding we receive is well-earned and represents excellent value to taxpayers. It makes an enormous difference to the care we offer patients and their families. We provide a professional service that is vital to the maintenance of high standards of end-of-life care for our community, and which the community voluntarily supports through fundraising. We believe that through working in partnership with the NHS, we help to ease the strain placed on it by an increasing, ageing population.



Is Prospect Hospice part of a national charity?

Prospect Hospice is proudly independent, and throughout our history, we have always been an independent charity.

Our Prospect Nurse Specialists, who are the main point of contact for patients and their families throughout a patient's illness, represent Prospect Hospice alone, not Macmillan Cancer Support. Our Prospect@Home team represents us alone, not Marie Curie. Being independent means that we can be flexible in our approach to the development of services, and provide care that is unique to the person who seeks it. Based on decades of experience we know that, by being local and independent, we are able to understand the needs of our community.

While we are independent, we are members of Hospice UK, an umbrella organisation that harnesses the collective voices of independent hospices in their own communities. We will, of course, always look to work in partnership with local health and social care providers to ensure the best possible care and support is available for people living in our community.



Is a hospice just a building?

Most of the work of Prospect Hospice doesn't take place at the hospice at all.

We know from experience that most of the people who are approaching the end of their lives would prefer to be at home during their last days and hours, in their own bed, surrounded by the people who matter to them, and with the things they are familiar with. Isn't that what most of us would wish for? That's why we introduced our Prospect@Home service – to add more choice to the range of the care we provide, by supporting people at the end of their lives in the place they choose.

Even before we introduced this service, we were bringing our care to patients' homes through our Prospect Nurse Specialists. This team of nurses care for patients from the very start of their journey – helping them to live as independently as they can as they adapt to life after the diagnosis of an end-of-life condition. A Prospect Nurse Specialist is someone a patient and their family can turn to throughout the course of a patient's illness.

These two teams aren't alone in expanding our care into the wider community. Our medical team and our Family Support team also visit patients in their own homes, to ensure that the care they need is there for them when they seek it. And, more recently, we have also provided care and support for patients and their loved ones at our Wellbeing Centre at Savernake Hospital in Marlborough. In fact, most of the patients we meet will never actually enter the hospice, but will be supported at home or by our team at the Great Western Hospital.

So, while there is a building in Wroughton called Prospect Hospice, we are so much more than just a building.



Does the hospice really need my money?

Prospect Hospice gets roughly a quarter of its annual funding from the National Health Service.

This leaves us needing to raise millions of pounds each year to continue to provide our care. With a growing ageing population both locally and nationally, there will be an even greater need for our services in the years to come. Based on the growth in the number of patients we have cared for in recent years, our expectation is that even more people will seek our care and support in the years ahead.

Our vision is to provide excellent, personalised and compassionate care for everyone affected by a life-limiting illness, and we will continue to make real progress towards this goal. But we won't get there without the continuing generosity of our supporters, who have always been integral and vital to all that we do.

Every year we work hard to raise the funds we need to care for patients and their families both now and in the future. It is only through our continuing fundraising efforts that we can expand and introduce new services, deliver more care to more people and support more families struggling with the challenges that come with a loved one's illness.

So, we do need your support, and that of many other people, organisations and businesses across our community. We respect your support and ensure that money is spent wisely, with 89p in every donated pound dedicated to the care and support we provide.

Make no mistake – we are grateful for the support we receive, but if we are to do more, then we must work hard to find the funds to achieve it. Your support, now and in the future, helps us make this difference.



Care Quality Commission

Prospect Hospice Limited
Prospect Hospice

Inspection report

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Tel: 01793 43395
Website: www.prospect-hospice.net

Date of inspection visit:
08 November 2016
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20 January 2017

Ratings:

Overall rating for this service

Is the service safe? Good ●

Is the service effective? Good ●

Is the service caring? Good ●

Is the service responsive? Good ●

Is the service well led? Good ●

Is Prospect Hospice a place for someone like me?

Whoever you are, whatever the reason, be assured – Prospect Hospice is here for you and relies upon your support.

If you are someone who needs our care, or you are concerned about a loved one who you think could benefit from our services, then we want you to get in touch. The story of Prospect Hospice, which began in 1980 when we were founded by a small group of local people wanting to bring the best in end-of-life care to people in Swindon and the surrounding area, has possibly been the most remarkable story of our community in recent years. As we have grown from a small, home-based nursing service to the broad range of care we provide and support today, every step has been taken through the will and generosity of the community. We can only do what we do because of you.

We know too that we have a duty to seek to do more. We recognise that, currently, we only help around two-thirds of people in the area we serve whose deaths are not unexpected. We are committed to ensuring that, in future, we are able to help and support more of the people who could benefit from the care that we provide.

We need your support for our work too. Prospect Hospice could not exist without the generosity of the whole community. In whichever way it is that you contribute to what we do – through fundraising, through the donation of goods for sale in our shops, as a valued volunteer – we appreciate it. Our continuing story of achievement and growth is your story too.

The answer cannot be stated more clearly. When you need our support, we want to be there for you. When we need your help, we want you to know it's because we can only do what we do because of you.

Useful numbers

Getting in touch couldn't be easier, you'll find a list of useful numbers below.

Prospect Hospice

01793 813355

Prospect Hospice Wellbeing Centre

01672 512915

Voluntary Services

01793 816193

Education

01793 816197

Fundraising & Events

01793 816161

Retail Enquiries

01793 813321

24 Hour Advice Line

01793 816109

How to help

There are a variety of ways in which you can get involved with and support our work.

Volunteer

We simply couldn't provide the care and support we do without volunteers. With diverse roles throughout the organisation, there's an opportunity to suit all interests. Talk to us about yours.

Join a local support group

Help raise support in your local community.

Fundraise

Our ability to care for the patients and families we meet each year is largely dependent on the support we receive from our community. Whether you join us for a fundraising event or take on a challenge, we'll be with you every step of the way.

Play our weekly Lottery

A chance to win, a way to care. Help support our care for just £1 a week and be in with the chance of winning £1,000 each week!

Sponsor a Nurse

Nurses are vital to the care that we provide around the clock, every day of the year. A regular donation towards the care our nurses bring can make a real difference to the experiences of the thousands of people who seek our help each year.

Leave a gift in your will

By including a gift to Prospect Hospice in your will, you will be leaving more than just a donation. You'll leave the certainty that our dedicated care and support for local people and those who are important to them can continue into the future.

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

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