



Every day makes a difference

# Complementary Therapy Community Outreach Service

## How to access the service

### How many treatments can I have?

Up to 6 treatments are offered, usually at weekly intervals. Each session lasts for approximately one hour.

### Who will provide the treatments and do I have to pay?

The therapies are offered by qualified and experienced therapists and the service is FREE. You will not be expected to give any money or pay for your treatments.

### How can I access the service?

If you think that complementary therapy could help you, then ask a health care worker to refer you to the service. A health care worker will usually be your district nurse or Macmillan nurse, your GP or your case manager. Other health care professionals such as occupational therapists, physiotherapists and hospital staff can also refer you to the service. They will contact the Service Co-ordinator at The Neil Cliffe Centre who will telephone you and arrange a convenient time for a therapist to visit you at home. The therapist will then arrange future visits with you on an individual basis.



### 24-hour advice line

Patients, carers and healthcare professionals can get advice around the clock on 0800 970 7970 (Stockport area) and 0808 144 2860 (Manchester, Salford and Trafford areas)

Textphone users please prefix any of the numbers below with 18001

#### St Ann's Hospice, Heald Green

(Administration centre)

St Ann's Road North, Heald Green,  
Cheadle, Cheshire, SK8 3SZ

Telephone: 0161 437 8136

#### Neil Cliffe Centre

Wythenshawe Hospital, Southmoor Road,  
Wythenshawe, Manchester M23 9LT

Telephone: 0161 291 2912

#### Key telephone numbers

Charity shops	FREEPHONE 0800 612 4679
Fundraising/donations	0161 498 3631
Lottery	0161 498 3642
Volunteering	0161 498 3653



#### St Ann's Hospice, Little Hulton

Meadowsweet Lane, Off Peel Lane,  
Little Hulton, Worsley, Manchester M28 0FE

Telephone: 0161 702 8181

#### Get more information

We have a wide range of information leaflets, available both in print and to download from our website. To get your copies, either go to our website or call one of the main Hospice telephone numbers. We can provide you with information in audio or large print versions. A translation service can also be arranged.



#### Comments and feedback

We welcome your feedback: go online at [www.sah.org.uk/feedback](http://www.sah.org.uk/feedback), talk to a member of staff or fill in a comments card (found near the red posting boxes around our sites). Formal complaints can be made in writing to our Chief Executive at our Heald Green address.

#### Find out more about us

Find out more about St Ann's Hospice on our website, or by e-mailing us:  
**website:** [www.sah.org.uk](http://www.sah.org.uk) **e-mail:** [enquiries@sah.org.uk](mailto:enquiries@sah.org.uk)

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### Welcome to the Complementary Therapy Outreach Service

This Service is provided by St Ann's Hospice and NHS Manchester for the residents of central and northern Manchester. The project base is St Ann's Hospice, The Neil Cliffe Centre, Wythenshawe Hospital, Southmoor Road, Baguley, Manchester M23 9LT. Telephone: 0161 291 2912. The Service Co-ordinator is Jacqui Cook.



Your therapist is:



Every day makes a difference

*"It enhances the package of care we can offer to patients – it is a holistic approach to care"*  
Community Macmillan Nurse

*"I feel relaxed, walking on air feeling, forgetting my pain for two days after"*

*"It's the first good night's sleep I have had for weeks"*

*"This massage has done more for my mind and body than anything anyone else has done"*

*"I feel comfortable, relaxed, less stress, less tension"*

## Introduction to the service

The Complementary Therapy Outreach Service is provided by St Ann's Hospice and NHS Manchester for the residents of certain areas of central and Northern Manchester as detailed below. It is staffed by qualified therapists who visit patients with advanced illness and their carers, in their own homes.

An evaluation has been carried out and the service was found to have many benefits for all involved.

### Which areas does the service cover?

The service covers central Manchester and parts of northern Manchester. These areas are: Gorton, Ardwick, Beswick, Levenshulme, Longsight, Chorlton, Alexandra Park, Hulme, Moss Side, Whalley Range, Fallowfield, Withington, Miles Platting, Newton Heath, Ancoats, Moston, Clayton, Bradford and Openshaw.

### Who can use the service?

The service is available to anyone who has a life threatening or chronic illness, where their symptoms make it difficult for them to leave their home or to travel to a centre where they could receive a complementary therapy. Some patients may not want to visit St Ann's Hospice or the Neil Cliffe Centre, because they are too ill, for cultural reasons or because they find travelling difficult. The service is not just for cancer patients, we can help to support patients who suffer from illnesses such as multiple sclerosis or motor neurone disease or who suffer from heart conditions or strokes. The service is also open to the patient's principal carer.



## What therapies are offered?

### What therapies are offered?

The therapies offered are aromatherapy, massage, reflexology and reiki. A brief description of each therapy is given below:

#### Aromatherapy

Aromatherapy involves the use of concentrated aromatic essences which come from plants. Some of the more familiar ones are lavender, lemon, orange, rose and sandalwood. After smelling an aroma which we like, we may feel more relaxed as the aroma is linked to something we find pleasant. Before use, the aromatic essences (essential oils) are usually diluted in a vegetable oil or cream. The mixture is then used by the therapist to give a gentle and relaxing massage. Therapists can massage any area of the body, but usually it would involve feet and legs, hands and arms or back, neck and shoulders.

#### Therapeutic Massage

Massage is a therapy which requires the skilful use of touch to soothe away aches and pains, to relieve tension in the body, and to promote a sense of well being. The therapist may work through towels, or by applying oil or cream to the skin. Different strokes and gentle pressure are used by the therapist to promote relaxation and to calm both mind and body.



#### Reflexology

Reflexology involves gentle contact with the feet or hands. The therapy is based on the belief that specific areas on the feet and hands are related to different parts of the body. The therapist will apply light pressure to these areas with the thumb and fingers, to restore a state of balance and to promote relaxation. The touch used is firm but light. It does not tickle, and people who have tried reflexology tell us how relaxing it is.

#### Reiki

When translated from Japanese, reiki (pronounced Ray Key), means "universal life energy". It is a therapy which has roots in some of the ancient therapy methods of Tibet. It is a gentle therapy involving light touch to the body. It is performed through clothes in either a seated or lying position. Reiki is renowned for its relaxing effect on the mind and body. Some people who have tried reiki tell us how deeply relaxing it is and how it has helped them sleep.

