

Information for day care patients

Helpful information for people attending day care

How you or someone you care for can benefit as a patient of day care at St Ann's Hospice, Heald Green



St Ann's Hospice

Every day makes a difference

"From the moment I am picked up until I return I can't tell you how happy I am for everyone's help."

"I think the carers have been well chosen for the jobs which they do. They are all wonderful."

"The staff are absolutely amazing. They are caring, compassionate and, above all, loving."

"I feel relaxed, confident and secure while I am at day therapy."

"They do a superb job. I can't praise them enough. I am coping with my life with a regained confidence."

"Through their support your life is made worth living."

Welcome to day care

Finding out more about day care

If you're wondering if you could benefit from attending day care at St Ann's Hospice, this leaflet will help you decide whether or not day care is suitable for you. If you need more information, you are welcome to come and have a look around, either on your own or together with your family, friends or those who care for you. To help us give you the time you need, this should be organised beforehand, either by contacting your district nurse or by calling day care directly on 0161 498 3612 (Monday to Friday, 9am to 4pm). If no-one is available, there is an answerphone where you can leave a short message.

The aim of day care

Day care can help you with a range of issues which you may be having difficulty with such as physical, emotional, social, spiritual and psychological problems. The aim of attending day care is to help you manage your symptoms, help you gain more confidence at home (by assessing your personal needs) and help improve your quality of your life.



Day care's services

A range of services to support you

While at day care you may be offered a range of services; these will be dependent on your individual needs and will be agreed with your key worker.

Our services may include:

- Breathlessness support
- Complementary therapies
- Counselling
- Creative therapies
- Dietary advice
- Financial advice
- Hairdressing
- Lymphoedema clinic
- Occupational therapy
- Pain and symptom control clinic
- Physiotherapy
- Relaxation/exercise
- Social activities
- Spiritual support



"The wonderful staff put you at ease very quickly."

"I was so relaxed at the end of my first visit. I was already waiting for the next visit."

"I was worried if I would fit in but my fears were groundless and everyone was friendly and helpful."

"It is very peaceful and relaxing. It is a day I really look forward to."

"I am so grateful for the staff, the general environment, the surroundings and consider myself to be truly lucky."

"The staff have a wonderful aura about them, they are truly nursing angels."

A professional team, here to help

Your key worker

On your first visit you will meet with one of our nurses who will be your key worker. Your key worker, alongside a doctor, will assess your specific needs and will recommend those of our services which are more relevant to you. Your key worker and our multidisciplinary team will regularly review your progress and the care provided – which may include discharge to other community services. Working on your behalf, your key worker is your central point of contact at the hospice and you are welcome to contact him or her on 0161 498 3612 at any time Monday to Friday, between 9am and 4pm.

Transport

We have an excellent team of volunteer drivers who, if required, can collect you in the morning and return you home when day care is over. If getting in and out of a car is difficult, we can provide a hospice ambulance with an accompanying nurse. The ambulance has a hydraulic lift, so can accommodate visitors who are in a wheelchair. All of our transport is free of charge. If, for some reason, you are unable to attend your day care session, please telephone the hospice on 0161 498 3612 before 8.45am on the day of your visit so that we can cancel your transport.



Our multidisciplinary team

We help to look after the 'whole needs of the whole person' – to do this, we have a multidisciplinary team which works to help support all of your needs.

The multidisciplinary team includes:

- Administrative staff
- Breathlessness therapist
- Chaplains
- Complementary therapist
- Counsellor
- Creative therapist
- Dietician
- Doctors
- Hairdresser
- Lymphoedema specialist
- Nurses
- Occupational therapist
- Pharmacist
- Physiotherapist
- Psychological support nurse
- Social workers



"The staff were always ready to help. They always found time to listen, which meant a lot."

"The support given to my wife, her family, friends and myself was above and beyond all expectations."

"Love, compassion and empathy was shown to us by every member of the St Ann's Hospice staff."

"The time my mother spent at St Ann's Hospice was a period of peace. The staff were just wonderful."

"My husband received the very best of care at St Ann's Hospice; over and above the call of duty."

"Words cannot express our gratitude for the professionalism of all the staff at St Ann's Hospice."

Working with your GP

Your general practitioner

We will inform your GP that you are attending day care and also liaise with any other health care professionals involved in your care, including district nurses, consultants and Macmillan nurses.

While attending day care, you remain under the care of your GP. The hospice's doctors may suggest changes in your tablets or medicines; if this happens, your GP will be informed and he or she will continue to provide your prescriptions.

Should you feel unwell between visits to day care, you should contact your GP, your district nurse or Macmillan nurse and he or she will also be able to provide you with help and advice.



CALL DAY CARE:
0161 498 3612

Administering medicine

Your medicines

On your *first* attendance, please bring with you **all of your tablets and medicines**. The day care staff will wish to check these with you and ask about how you have been and how you are feeling now.

Each time you attend day care, please bring with you any medicines you require during the day.

If you need the day care staff to help give you any of your medicines or tablets, you will need to **either** bring your tablets or medicines in their original containers – clearly marked with your name **or** bring the tablets in the dosette box which has been filled by your pharmacist.



MORE ON OUR WEBSITE:
www.sah.org.uk/daycare



Every day makes a difference

Find out more about us

You can find out more about St Ann's Hospice on our website, or by e-mailing us:

website: www.sah.org.uk **e-mail:** enquiries@sah.org.uk

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

St Ann's Hospice, Little Hulton

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

Telephone: 0161 702 8181

Neil Cliffe Centre

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

Telephone: 0161 291 2912

Key telephone numbers

Day care, Heald Green 0161 498 3612

Charity shops FREEPHONE 0800 612 4679

Fundraising/donations 0161 498 3631

Lottery 0161 498 3642

Volunteering 0161 498 3653

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.



Comments and feedback

We welcome your feedback: go on line at 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.



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 (Salford and Trafford areas)

St Ann's Hospice is a registered charity, number 258085