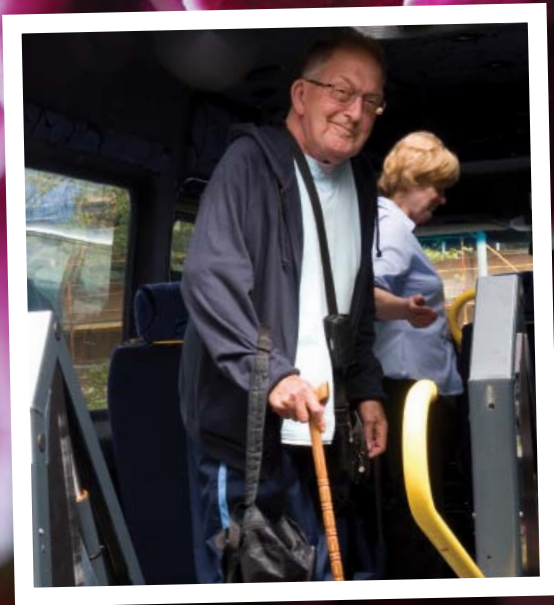


# Going home from St Ann's Hospice

## What to do now that you're going home

We hope that your stay with us has been beneficial – now that you're going home, where can you continue to get help?



St Ann's Hospice

*Every day makes a difference*

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

*"The staff made everything so comfortable and not a bit like being in hospital."*

*"I was so happy whilst in the hospice. I feel you can't improve on perfection."*

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

*"When ill you couldn't be in a better place, in fact the only place to be when feeling poorly."*

*"I am coping with my life with a regained confidence."*

## Going home from the hospice

### Understanding your feelings when going home

Leaving St Ann's Hospice may create mixed feelings. Although you may be keen to go home, you might also feel anxious about leaving the security of the hospice – where there are always people around to help – and it may take you a few days to adjust to the change. It might help if you try and keep to some of the routines you had while you were at the hospice, such as meal times and sleeping patterns.

### Going home doesn't have to mean that you're alone

Just because you're being discharged from St Ann's Hospice doesn't mean that we aren't still here to help you. For instance, you may be returning to our day care or outpatient clinic either now or in the future. And, of course, there are community services which are available for you. The nursing staff will have contacted your district nurse and GP to let them know you are going home, what your needs are and what changes, if any, have been made to your treatment and medication. If you need help from anyone else, for example from Social Services' carers, we will let them know.



### Getting help

If any problems arise after you return home, you should contact your district nurse or GP in the first instance. As time goes on your needs might change and you may find that you and your family want extra support, either emotionally or practically. If this is so, there are many organisations that can help. We have listed some of these in this leaflet and they are all happy to take calls from you. If ever you're unsure of how to get help, please telephone the hospice and ask to speak to one of our social workers.

### Supportive outpatients

The aim of supportive outpatients is to enable patients and carers to cope better with their situation to help and improve their quality of life. Our services can help with a range of physical, psychological, emotional, social and spiritual problems and are available at our hospices at both Heald Green and Little Hulton, and from the Neil Cliffe Centre (based in the grounds of Wythenshawe Hospital).



*"The hospice is run very well and is as comfortable as a home."*

*"The staff are kindness itself. This includes catering, cleaning staff and volunteers."*

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

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

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

*"The caring included interest, friendship, laughter, concern and time. I returned home relaxed and very impressed."*

## Your local contacts

### Your GP

### Your district nurse

### Contact number

### Your social worker/local Social Services department (They can help with access to care at home)

### Continuity healthcare contact (if appropriate)

### If you are to attend day care at St Ann's Hospice, the contact is: (Please telephone if you are unable to attend)

### Equipment order

## Organisations which can help

### Age Concern

A comprehensive source of support and information for older people.

**Tel:** 0161 833 3944 and 0161 477 1213

**Web:** [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

### CancerBACUP

Information and support for people with cancer and their families and friends. Publish a wide range of booklets on specific cancers, treatments and living with cancer.

**Tel:** 0808 800 1234

**Web:** [www.cancerbacup.org.uk](http://www.cancerbacup.org.uk)

**E-mail:** [info@cancerbacup.org.uk](mailto:info@cancerbacup.org.uk)

### Cancer Aid and Listening Line (CALL)

A free service which provides both emotional and practical support for people living with cancer and their families.

**General helpline:** 0845 123 23 29

**North & Central Manchester:** 0161 205 8446

**Stockport:** 0161 480 5464

**Trafford:** 0161 747 2452

**South Manchester:** 0161 291 2911

**Salford:** 0161 743 1555



*"The staff always treated us with dignity, respect and humour, even the cleaning staff."*

*"I felt privileged to be able to stay there, everything was so comfortable."*

*"All the staff we came into contact with were outstanding"*

*"I thought they were all very approachable and listened to any concerns I had."*

*"Every person I came into contact with at the hospice was extremely kind and very supportive."*

*"The hospice is a wonderful place and I can't praise it enough."*

## Organisations which can help

### Macmillan Cancerline

Providing non-clinical information and emotional support, plus help to access Macmillan's services including nursing and grants. Macmillan can also provide a guide to local self-help and support groups.

**Open:** 9:00am to 6:00pm (Monday to Friday)

**Helpline:** 0808 808 2020

**Web:** [www.macmillan.org.uk](http://www.macmillan.org.uk)

### Crossroads

Providing practical support for carers and those for whom they care. There is a small charge for its services.

#### Salford

**Tel:** 0161 787 9002

**E-mail:** [salford@crossroads.org.uk](mailto:salford@crossroads.org.uk)

#### Stockport and Trafford

**Tel:** 0161 905 1986

**E-mail:** [stockport@crossroads.org.uk](mailto:stockport@crossroads.org.uk)  
[office@traffordcrossroads.co.uk](mailto:office@traffordcrossroads.co.uk)



## Organisations which can help

### Signpost Stockport

Advice and support for carers.

**Tel:** 0161 456 2808

**Fax:** 0161 487 3331

**Web:** [www.signpoststockportforcarers.co.uk](http://www.signpoststockportforcarers.co.uk)

### Asian Carers, Moss Side

**Tel:** 0161 226 4632

**E-mail:** [lmcp@btconnect.com](mailto:lmcp@btconnect.com)

### Trafford Carers' Centre

Support, counselling and information for carers. Free service.

**Tel:** 0161 861 0101

**Web:** [www.traffordcarerscentre.org.uk](http://www.traffordcarerscentre.org.uk)

### Salford Carers' Centre

Support, counselling and information for carers. Free service.

**Tel:** 0161 833 0217

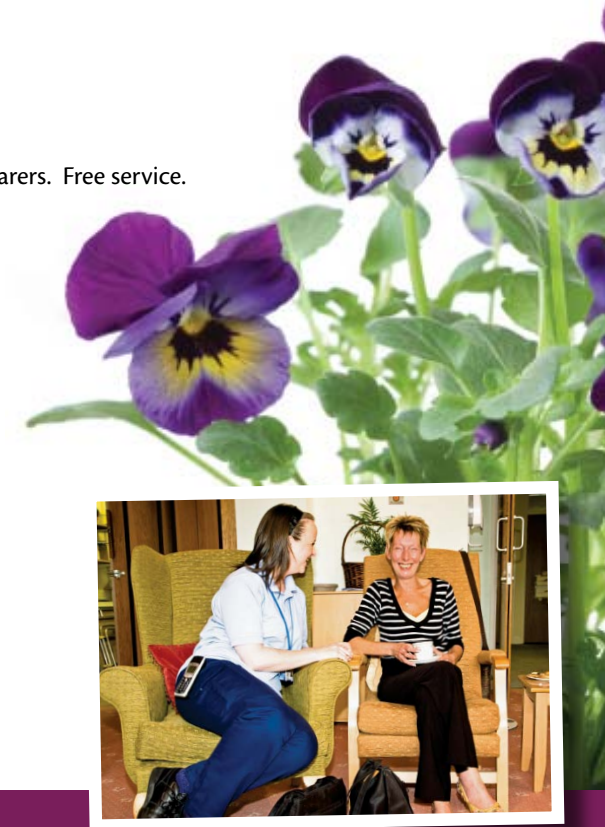
**E-mail:** [liz@salfordcarers.freemove.co.uk](mailto:liz@salfordcarers.freemove.co.uk)  
[dawn.orooske@salford.gov.uk](mailto:dawn.orooske@salford.gov.uk)

### NHS Direct

Telephone advice line on health issues.

**Tel:** 0845 4647 (24 hours)

**Web:** [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)



MORE ON OUR WEBSITE:  
[www.sah.org.uk](http://www.sah.org.uk)



St Ann's Hospice

*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](http://www.sah.org.uk) **e-mail:** [enquiries@sah.org.uk](mailto: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

### 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, 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.*



### Neil Cliffe Centre

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

**Telephone:** 0161 291 2912

### Comments and feedback

We welcome your feedback: go on line 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.



### 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

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