



Updates to our services – from July 2021

The Being You Centre

We support people aged 18 and above who have a cancer or non-cancer life-limiting illness. We provide specialist palliative care for patients at all stages of their illness. The sooner we're involved, the more we can help.

The Being You Centres at Heald Green and Little Hulton offer services face to face, online and over the phone. All our services are free of charge for patients, carers and their families.

Our support:

- ❖ Enables people to access services earlier in their diagnosis of a life-limiting illness.
- ❖ Better represents a flexible, responsive, patient-centred service, with a holistic, MDT approach.
- ❖ Incorporates a rehabilitative approach to palliative day services, following Hospice UK guidance.
- ❖ Meets the needs of people in an effective, timely, flexible and individualised manner.
- ❖ Offers a gentler introduction to the hospice setting.

A key outcome for The Being You Centre service is to have a positive impact on quality of life. Some of the important ways we aim to achieve this is through empowering, promoting independence, and affirming life. We provide people with physical, social, and emotional support, and a sense of control in their own lives.

Reopening in-person services

From mid-March 2020, we have continued to offer support to our patients/carers either over the telephone or via video consultation, and some face to face consultations have been arranged where appropriate.

We are now beginning to reopen our in-person services. We will be reintroducing services in phases, starting with small groups, which we hope to expand over time. All services will continue to operate in accordance with Government guidelines.

The Being You Centre is a central point of access and we will triage all patients, set goals and offer a programme of support that best fits their individual needs and goals.

Making a referral to The Being You Centre

Referral can be made by GPs, district nurses, hospital medical teams, community or hospital specialist palliative teams and social care teams. Referrals can also be initiated by patients, but this will be in consultation with the above health and social care specialists.

- ❖ Read the referral criteria on our website: www.sah.org.uk/how-to-refer-a-patient/
- ❖ Download the referral form from our website.

- ✿ Tick the box to refer to The Being You Centre or Medical Outpatients. If you feel a patient will benefit from a particular service, please provide this information in additional comments.
- ✿ Once a referral is accepted, the patient/carer will be invited for a triage. This will most often be via video or over the phone. We can offer face-to-face triage if that best meets the patient's needs.
- ✿ This informal discussion is an opportunity for patients and those they rely on for support to tell us their story. We hear about what matters to them, what they want to be able to do and what is stopping them from achieving this. At this appointment, we will discuss our services and offer an individualised, goals-based plan.

Our services

The services we offer at The Being You Centre are:

- ✿ **Individual support with a keyworker**
- ✿ **Individual support with a member of the Multidisciplinary Team [MDT]** (Occupational therapy, physiotherapy, social worker, dietitian, creative therapy, music therapy, complementary therapy or chaplaincy)
- ✿ **Medical consultations**

Groups:

Relax and Unwind

A 5-week programme, weekly 1 hr sessions, led by complementary therapists.

Breathing Space

A 5-week programme, weekly 1 hr sessions, includes non-pharmaceutical breathlessness management and educational programme.

Early consideration of the above groups is recommended, to enable patients to learn techniques whilst symptoms are more manageable, rather than waiting for patients to reach a crisis point.

Supporting You Programme

A 6 week programme led by a doctor/nurse keyworker and pharmacist, includes sessions on:

- ✿ Symptom management.
- ✿ Medicine management:
- ✿ Advance care planning:

Creative Therapy

A 5-week programme of creative activities or individual sessions led by a creative therapist.

Move More

A 5-week programme of chair based exercises led by a physiotherapist.

Being Together Group

A 5 week programme led by volunteers, offering social activities, including reminiscence, quizzes etc.

For further information, please contact

byc-enquiries@sah.org.uk

Or call **The Being You Centre** at

Heald Green: **0161 498 3612**

Little Hulton: **0161 702 5418**