

Support and Information Service



TREETOPS
HOSPICE CARE
where every day counts



When you have been diagnosed with or are caring for someone who has a life limiting illness, it is a time when many things are thrown into turmoil and there are always questions. We offer a free Support and Information service at Treetops to help answer those questions. You may:

- Just need a 'sounding board' to make sure that you have understood what you have been told.
- Need someone to explain things again because the information you were given hasn't all sunk in yet or there were things that you didn't understand.
- Have come away from your consultation having had all your questions answered but you now have new ones that you want to talk about.
- Just need to come and talk to someone over a cup of tea that has an understanding of what is happening to you so that you know you are not alone through what can be a difficult time.

Who is the Support and Information Service for?

Anyone affected by a life limiting condition including individuals, carers, family or friends and professionals.

What conditions/illnesses can we help with?

We aim to be able to help with:

- Cancer
- Heart failure
- Lung conditions including COPD
- Stroke
- Parkinson's disease
- Motor Neurone Disease
- Multiple Sclerosis
- Dementia and Alzheimer's Disease
- Any other life limiting condition



When can you access this service?

After initial diagnosis, when things change, near the end of life, and anytime in between.

How can we support you?

The Support and Information Service offers support in a variety of ways. It could be face to face support at the Cheetham Centre on the Treetops Hospice Care campus either on a drop in basis or by appointment if you prefer. Or our nurse specialist and team of trained volunteers could offer support over the telephone or via email.

We offer accurate and up to date information specifically for your needs in a variety of formats on **symptoms and treatments** of your condition as well as information on **finances, wellbeing, groups, specialist organisations, welfare rights, benefits, grants, staying in work and getting back to work**. We have internet access available for us to guide you through relevant websites.

If your needs would be better met by another health professional or local support group we will be able to direct you to them. We can also let you know about our other services at Treetops and refer if required.

We are here to support carers, friends and family too. The Support and Information Service gives an opportunity for carers to gain the support they need so that they can continue to care for their loved ones.

You may feel that all you need is an opportunity to talk things through. Support and information is given specifically to your needs in a confidential, relaxed and friendly environment.

Accessing the Support and Information Service

We operate a drop in service and appointment system. Please contact us for details. The Cheetham Centre is fully accessible with its own parking. We are also on the i4 bus route between Derby and Nottingham.

Support and Information Service, Cheetham Centre, Treetops Hospice Care,
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