

Hospice at Home



This service is for patients who wish to be cared for at home wherever possible.

Our team of qualified nurses and experienced health care assistants can offer support day or night. Overnight stays offer carers the chance to have a good night's sleep, while a few hours during the day gives carers a break to go shopping or have time for themselves.

The Hospice at Home team are all trained and experienced in caring for people who have palliative care needs. All our care is delivered in accordance with the District Nursing care plan, and we work closely with the patient's Primary Health Care team.

Hospice at Home is available 24 hours a day, 365 days per year. A nurse visit will last between 3 and 9 hours depending on your needs. Our standard night shift is 10pm - 7am, giving carers the much needed rest to support their loved ones during the day.

Every week, we will contact you to discuss the care needed and any changes you may wish to make. We will also liaise regularly with your District Nurse. If your condition or circumstances change, we will reassess your care so that you are offered the most appropriate support.

At all times, you will be involved in the planning of the care you receive from us. If you have any suggestions as to how we can improve this, please let us know. From time to time patients and/or carers may be asked to fill in a questionnaire to help us improve our services.



TREETOPS
HOSPICE CARE
where every day counts

What you can expect during a visit

Our nurses offer both nursing and emotional support to patients and their families. We give families the opportunity to be as involved as they wish in caring for their loved one, whilst recognising and promoting both privacy and dignity at this very difficult time.

As patients enter the latter stages of their illness, the presence of a Treetops Health Care Assistant offers support and reassurance while monitoring symptoms and assisting with the administration of medication if required. Our Registered Nurses are able to administer medications reducing and managing symptoms.

Nurses will make daily, confidential reports to the Hospice at Home Co-ordinator who will feed back any relevant information to your Primary Health Care team.

Health and Safety

Our nurses wear a uniform and name badge, and carry photo identification cards which they will present before entering your home. Nurses will also make a pre-visit telephone call to confirm the time they expect to arrive.

Your District Nursing care plan and risk assessments will be followed by our staff to ensure both your safety and continuity of care. Access to the premises and handling of property belonging to the patient will be at the consent of the patient and/or carer.

Contacting the service

During office hours (7.30am - 5pm) call the Hospice at Home co-ordination team on 0115 949 6940. Out of hours, there is a dedicated on-call nurse on 07729 891615.

If we have to cancel your planned visit, we will contact you and your District Nursing team as soon as possible. We will make every effort to provide a replacement nurse, based on your care needs.

Hospice at Home, Treetops Hospice Care, Derby Road, Risley, Derbyshire, DE72 3SS

0115 949 6940

info@treetopshospice.org.uk

www.treetopshospice.org.uk