



VOLUNTEER COMPANIONSHIP SERVICE

We have a team of trained volunteers who are able to offer a companionship service in your home. If you are interested in this service please ask a member of staff during your assessment or review visit.

DISCHARGE FROM THE SERVICE

Your care needs will be reviewed with you regularly. If you no longer require the service we will discuss discharge and/or referral to another service that may better suit your needs. If this changes in the future your healthcare professional can refer you back to Hospice in your Home.

PATIENTS AND FAMILY VIEWS

We warmly welcome your feedback, as it is very important to us to know whether you were happy with the service you received, if you found it helpful and what you feel we could do to improve it. Following use of the service, and with your consent, you may be contacted by the Hospice. Please take this opportunity to tell us honestly what you think.

HOW MUCH DOES THE SERVICE COST?

The Hospice is a registered charity and all services are provided at no cost to you.



Hospice in Your Home can be contacted on **01942 525566** or email: enquiries@wlh.org.uk

Concerns or Complaints

If you have any concerns about our service, or wish to make a complaint, please speak to a member of the team. An information leaflet on how to make a formal written complaint is available on request. All complaints should be addressed to: The Chief Executive, Wigan and Leigh Hospice, Kildare Street, Wigan, WN2 3HZ.

A guide to Hospice In Your Home

This leaflet is aimed at people who have been granted access to the service





A GUIDE TO HOSPICE IN YOUR HOME

We believe that Hospice care for the residents of Wigan and Leigh should extend beyond the Hospice building. Our Hospice in your Home service has been developed to provide care for people in their own homes. Our aim is to offer support additional to that being provided by other health and social care providers. We will achieve this by delivering an extra layer of care and support focussed on meeting your unique needs and those important to you.

With your consent your District Nurse, GP or Specialist Nurse will refer you to Hospice in your Home.

SUPPORTING YOU TO STAY AT HOME - HOW CAN WE HELP?

The team is made up of Qualified Nurses and Healthcare Assistants who will support you in your own home. The team is able to offer:

- Hands-on practical support which can include assistance with personal care depending on individual need. Light snacks and drinks can be prepared.
- Emotional support for our patients, their families and carers.
- Carer breaks of variable duration are offered based on individual need and service availability.
- Overnight care is available from 10pm until 7am and is provided by an experienced Healthcare Assistant.
- Night support visits are allocated daily. You will be contacted early evening of the same day to inform you if a night visit has been allocated to you.
- Please note that Healthcare Assistants are unable to administer any prescribed medication.

WHAT WILL A HEALTHCARE ASSISTANT NEED?

Our Healthcare Assistant may be in your home for a number of hours especially if providing an overnight visit. They will need access to:

- A comfortable chair and lighting to be able to read and write by
- In the event of a mobile phone failure, use of your landline for emergency calls only.
- Access to an electric socket in order to charge a Hospice laptop.
- Toilet and hand wash facility

We ask that you provide a smoke free environment during visits. We also ask for pets to be held securely in a separate room. This is to protect the health and wellbeing of all our staff.

HOW REGULARLY WILL I BE VISITED BY THE HOSPICE IN YOUR HOME SERVICE?

Once you have been referred to the service a member of the team will visit you at home to discuss how the service could help you and to agree the times and frequency of visits. This will be reviewed regularly. Whilst at home your GP and District Nurse will have overall responsibility for your care.