

A guide to
**Hospice
at Home**



**dignity respect important
understood safe support
empower confident in control**



**We provide free care to patients with a life limiting illness
across South West Hertfordshire and support their families**

Respecting the value of every life



What is Hospice at Home?

Hospice at Home provides hospice care for patients with life limiting illness who prefer to be supported in the comfort of their own home.

This service works very closely with GPs, district nurses and all other community services to provide flexible care to support patients and their families/carers, especially in the final stages of illness. Choice and quality of life for the patients are the focus of our work.

The Hospice at Home team, based at the Peace Hospice in Watford, includes registered nurses, healthcare assistants and volunteers all experienced in working with people who have a life limiting illness.

The service operates across South West Hertfordshire and is available 8am - 8pm, 7 days a week.

For further information or advice regarding referrals to all our services please contact our Community Liaison Coordinator on 01923 330330 or 07952 999101



We can help with

- Support and care in times of crises to prevent avoidable and unwanted admissions to hospital
- Support and care upon discharge from either hospital or hospice whilst other services are being organised by health services/social services
- Planned visits to provide extra support to patients and also respite to families/carers if required

The care we give includes nursing care and emotional support to patients and their families/carers.

Referral to Hospice at Home

Patients can access the service through any healthcare professional e.g., GP, district nurse or clinical nurse specialist. Once a referral is accepted the team will visit within 2 - 3 working days or in an urgent case, a matter of hours.

A plan of care will be agreed with the patient and their family/carers and will be reviewed regularly.

Referrals to other community services will be made as necessary. Patients can access other Peace Hospice Care services such as Complementary Therapy, Supportive Care or Day Services through our team.

Current patients and carers can contact us on the Hospice at Home advice line 07940 738125.



Your medical information

The information you give us may be recorded on both computer and paper record. It may be shared between Hospice teams and other healthcare professionals.

Your medical information may also be used to support clinical audit, education and other work to monitor the quality of care provided. Anyone who receives information from us is also under a legal duty of confidentiality.

Peace Hospice Care is committed to data protection and we will take great care to ensure your data is properly looked after. We aim to comply with current legislation, NHS codes of practice and professional codes of conduct.

If you have any concerns regarding the use of your medical or personal information please speak to a member of your clinical team.

Peace Hospice Care is dedicated to improving quality of life for patients and families facing a life limiting illness.

All the charity's services are delivered free of charge to patients in South West Hertfordshire by a highly skilled team of specialists.

We need to raise £4 million in charitable income every year to continue providing our services.

Over 80 pence in every pound raised goes directly on our services.

If you have any suggestions for improvements to our service or would like to make a complaint please see our 'How to Complain' leaflet or write to our Director of Patient Services at the address below.

Peace Hospice Care

Peace Drive, Watford, Hertfordshire WD17 3PH T 01923 330330

Email info@peacehospicecare.org.uk www.peacehospicecare.org.uk