

The words that make up the illustration came from patients and supporters when we asked them which words they associate with St Rocco's



We welcome your comments

Staff at St Rocco's aim to care for patients and relatives to the highest professional standards. If you are satisfied with the care given please let staff know. If for any reason you are less than happy with any aspect, please let us know immediately, so that we have the opportunity to put it right. Please speak to the Ward sister Registered manager or the Chief Executive Officer at St Rocco's Hospice.

If you have any queries or comments about this or any other St Rocco's Service, please contact our friendly team on 01925 575780 OR 0333 366 1066

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Registered Charity No. 511592

HOSPICE AT HOME SERVICES

Supporting you to stay at home



Registered Charity No. 511592

If you would like this leaflet in other formats, please contact us.



Care Quality Commission
Northwest Citygate, Gallowgate
Newcastle upon Tyne. NE1 4PA
Email: enquiries.northwest@cpc.org.uk

Healthcare Ombudsman
www.ombudsman.org.uk/make-a-complaint
Tel: 0344 015 4033

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www.stroccos.org.uk

@StRoccos  

We have been caring for people in Warrington for over 30 years and take our care and support out into the community, to those who need us in their own homes.

Bringing St Rocco's care to your home

This service is for patients in the last weeks of life.

We can provide you and your family with support and care during a time of crisis to reduce the change of an unnecessary admission to hospital.

We can offer interim support on discharge from the hospital or Hospice, enabling you to return home if appropriate.

We will support you and your family where you are most comfortable – in your own home, with familiar surroundings.

We understand that you may have a lot of questions. Hopefully this leaflet will provide you with a lot of the information you need but please contact us if you would like to discuss anything further and we will always be happy to help.

How am I referred?

Referrals are accepted from your GP, District Nurse, Macmillan Nurse, Hospital discharge team or from Hospice staff already involved in your care.

Self referrals are accepted but we need medical/nursing information to inform assessment and you will need to consent to this.

Who will provide my care?

Our Hospice at Home experienced health care assistants will provide this service in conjunction with other care providers.

Your GP and District Nurse will continue to manage and plan your care.

When is it available?

Night sits are available between the hours of 10pm and 8am and will be agreed following referral.

Alternatively short day time visits may be offered if this is more appropriate to your needs.

What will the health care assistant need in your home?

The health care assistant may be in your home for a number of hours, in this instance they will need:

- A comfortable chair
- A lamp for reading or writing
- An electric socket
- Toilet and handwashing facilities
- Tea/coffee facilities

Smoking policy

We have a duty to protect the health and wellbeing of our employees and we therefore ask that you do everything possible to provide a smoke free environment when our staff are visiting your home.

Our staff will not smoke either inside or outside your home.

Pets

We also ask that pets are held securely in a separate room during the visit.

Discharge from the service

This is a short term service and should your condition stabilise you may be discharged from the service. However you can be re-referred if you should need us again

How much will it cost?

St Rocco's Hospice is a registered charity and the Hospice at Home service is provided **free of charge at the point of delivery.**

Hospice at Home staff will gladly try to answer any other questions or concerns you may have.