



Hospice at Home



Princess Alice  
Hospice

*Caring when it matters*

*“The right care  
in the place you  
want to be.”*



A guide for our patients



*Caring where and when it matters*



## Who we are

At Princess Alice Hospice we are dedicated to providing free high quality care and support for adults with cancer and other life limiting illnesses. Our Hospice in Esher is more than a building – it is the heart of a huge multi-professional network delivering care and support to a community of more than a million people living in a large part of Surrey, south west London and Middlesex. We have been delivering our services for 30 years.

As your local charity, we are here to provide you, your family, friends and carers with the right support, comfort and advice at every stage of your illness and in the place you most want to be.

## Our services:

### Princess Alice *Hospice at Home*

Our Princess Alice Hospice at Home service aims to bring you the “right care by the right person at the right time” in the place you want to be. The service employs the skills and expertise of a team of highly-trained professionals – specialist palliative care doctors, nurses, social workers, welfare advisors, chaplain and therapists.

We know that most of our patients would prefer to be cared for at home and so our focus is on working with our community healthcare colleagues to enable you to stay in your preferred place of care and to avoid unnecessary hospital admissions. We will always work with you to ensure that the care that we provide is focused on your wishes and we will support you in any decisions made about your care, both for now and the future.

Princess Alice Hospice at Home is co-ordinated by our Princess Alice Nurses – who are usually the first point of contact you will have with us. Our Princess Alice Nurses include trained Clinical Nurse Specialists (CNSs), specialist staff nurses and health care assistants.

There are four parts to our Princess Alice Hospice at Home Service. These elements work in harmony to help you have an improved experience and a better quality of life. The main element is our Princess Alice Community Care

team. The team is supported by three other elements which make up our Princess Alice Hospice at Home. They are Rapid Response, Enhanced Support and Night Nursing. These services are explained in more detail below.

- **Princess Alice** *Community Care*

Our Community Care team supports more than 800 patients and their families in the community at any one time and makes more than 10,000 patient visits in a year. They plan and co-ordinate your ongoing care depending on what is best for you. Your Princess Alice Nurses will visit you at your home and will take time to get to know you and your family or carers. You will be able to ask questions and voice any worries so that we can work together to ensure that the care you receive is in line with your wishes.

Our Community Care Team includes a variety of healthcare professionals and you may also be visited by one or more of them depending on your needs. Please feel free to ask if you feel that you or your family have needs that are not being addressed and we will be



happy to discuss this with you. The team also works closely with your GP and District Nurse to ensure that communication is shared and we are working towards the same goals.

- **Princess Alice** *Rapid Response*

We recognise that there may be times when your condition requires more urgent attention. Between the hours of 9am to 5pm, our dedicated Rapid Response nurse is able to respond to urgent calls and make urgent visits. The nurse can support you when being discharged home from hospital. Driving to your home the nurse will assess your condition providing advice and symptom control and support as well as helping your family to cope. If necessary, the nurse will call on our wider specialist team to help you.

At night, our Rapid Response nursing service is provided by a team of two nurses, one of whom is always a registered nurse. This Night Response service is available in areas that do not have a dedicated district nursing night service. Our nurses are specially trained in palliative and end of life care. They are able to respond if you have urgent needs that cannot wait until the following day. Our night response service aims to be with you within two hours.

- **Princess Alice** *Night Nursing*

The responsibility and emotional demands of looking after someone with a life-threatening illness at home is exhausting. Depending on your area, we are able to provide support or can liaise with other healthcare professionals who can offer you support overnight. Our Night Nurses are there to provide your family and carers with a much needed overnight break. This service is supported by both registered nurses and senior healthcare assistants, all of whom are specially trained in palliative and end of life care and will have detailed knowledge of your condition. One of our nurses will stay by your side from 10pm to 7am so that your family or carers can rest and you will know that there is still someone with you to care for your needs.



- **Princess Alice** *Enhanced Support*

Our Enhanced Support Service is available to help you, should you require more complex support for a short time. For example, you may become much less well, putting you at risk of urgent admission to hospital, but wish to remain at home. This Enhanced Support service creates a 'virtual' hospice bed in your home and puts you under the care of a bespoke team of specialists who are focused on your requirements ensuring that the support you receive is centred around your personal needs and wishes.

Depending on your needs our daily support can include home visits by one or more members of our wider team. When you no longer require this intense level of care you will be discharged back to normal levels of support from our other services.

The Hospice at Home Team can be contacted on **01372 461804** from 8.30am to 5pm, Monday to Friday. Overnight and weekend support and advice is available via "Careline" on **020 8744 9414**.

## Common questions

### How will Princess Alice Hospice at Home support me?

While your GP retains ultimate responsibility for your care, your Princess Alice Nurse is your central point of contact; soon after we receive your referral your nurse will contact you to arrange to meet you and your carer. They will begin the process of planning and co-ordinating your ongoing care from local healthcare professionals and the specialist team at the Hospice.

Working with the healthcare professionals in the Hospice, your Princess Alice Nurse can provide assessment and advice on the management of your symptoms. This may also include medical review, therapies input, spiritual care, psychological and emotional support for you and your carers to help you cope with any fears or concerns.

### Is Princess Alice Hospice at Home part of Macmillan Cancer Support?

No. Princess Alice Hospice is a registered charity in its own right. Your Princess Alice Nurse is employed by us. We provide specialist palliative care services to the local community.

### How will I know who is who?

Our Princess Alice Nurses do not wear a uniform unlike some of the other professionals who will be visiting you at home. To ensure that both you and your carers can identify our other staff members here is a guide to the uniforms:

**Princess Alice Nurses, Specialist Nurses & Doctors** - No uniform

**Senior Staff Nurses** - White with burgundy trim

**Staff Nurses** - White with a navy trim

**Healthcare Assistants** - White with a green trim

**Therapists** - Sky blue tunic

All our staff (and other non-uniformed staff and volunteers) wear identity badges.

## How long will I stay under your care?

We work alongside your GP and give support where there are unstable and complex symptoms as well as other issues that may be concerning you.

Once your condition is stable, we will discuss with you the level of support you require from Princess Alice Hospice and may discharge you back to the care of your GP. Should your needs change and you require our support again, please let your GP, District Nurse or hospital doctor know and they can refer you back to our service.

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*“The care that we provide is focused on your wishes.”*

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## Other information

### Data Protection

In accordance with the Data Protection Act (1998) we hold your health records on our computer systems. We take every care to safeguard confidential information and every patient has the legal right to access their information on request – you just need to ask the medical or nursing staff. At times we may need to share your information with other service providers and organisations in order to improve your care. Your confidentiality will be protected and any information transferred safely and securely.

### Research

The Hospice is a research active organisation so we may ask you or your family if you would like to take part in our research studies. There is no obligation to do so.

### Comments, Compliments and Complaints

We welcome your comments. Your compliments let us know when we are getting things right and it is good to be able to tell staff and volunteers that they are doing well.

We work hard to deliver high quality services. Despite our best efforts we may not always get everything right. When this happens, we would encourage you to tell a member of staff as soon as possible so that we can try our best to resolve the problem. If you are not happy that the problem has been resolved, you may want to make a complaint. Your complaints are also welcome; they help us to reflect on how we can improve and to get things right next time. We treat all complaints very seriously and you are welcome to have a copy of our formal complaints procedure. Please ask any member of staff for a form.

### Duty of candour

As an organisation we recognise the importance of openness and honesty. When things go wrong we will acknowledge where we went wrong, and we will be clear and swift in our apology. We recognise the expectations of our patients and carers and we will support you whilst reflecting and learning. We will take responsibility and put in place what is required to reduce risk and improve the way that we care so that you can remain confident in the service that we provide.

Princess Alice Hospice *contact name:*

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## Caring when it matters

Our highly trained team provides care and support in the place you most want to be. Over the year...

**Hospice at Home**  
...Our Princess Alice Nurses and doctors make nearly **23,000** home visits and care for nearly **3,500** patients

**Psychosocial and Spiritual support**  
...We provide more than **3,000** support sessions

**Day Services**  
...We deliver over **2,500** day-patient attendances

**Volunteers**  
...There are over **1,200** volunteers who provide support at our Hospice and in the community; more than half help in our **42** shops

**Therapy**  
...We provide over **2,000** sessions to patients - including nearly **1,000** occupational and physiotherapy sessions

**In-patient care**  
...We provide for more than **500** patient admissions

**Education**  
...We deliver the Gold Standards Framework in Care homes and bespoke courses for local healthcare providers

**Medical team**  
...Our medical team of **7** consultants helps patients aged **18-100** with a wide range of conditions

**It costs over £9.1 million to provide our services.** As a charity, we rely on our local community to generate 75% of our income through fundraising, retail operations, donations and legacies. To help us, visit [www.pah.org.uk](http://www.pah.org.uk)

## Contact us

The Princess Alice Hospice at Home team can be contacted on **01372 461804** from 8.30am to 5.00pm, Monday to Friday. Outside of these hours and at weekends support and advice is available via “Careline” on **020 8744 9414**.

## More information

If you would like more information about any of our other services please ask your Princess Alice Nurse, Doctor or other member of staff for our literature. Our website also provides access to Hospice news and events as well as volunteer and supporter information on our Facebook and Twitter pages:

[www.pah.org.uk](http://www.pah.org.uk)

[www.facebook.com/pahospice](http://www.facebook.com/pahospice)

[www.twitter.com/pahospice](http://www.twitter.com/pahospice)

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Join us at [pahospice](http://pahospice)



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