

“We are here to provide you with the best care and quality of life.”





*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 nearly 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*

Princess Alice Hospice at Home brings the skills and expertise of our team of highly-trained professionals – specialist palliative doctors, nurses, social workers, welfare advisors, chaplain and therapists – straight into your home and gives you, your family and your carers access to the vital support that’s needed at this difficult time.

### Four elements make up Princess Alice Hospice at Home:

- **Princess Alice *Community Care***

Our Princess Alice Nurses are usually the first point of contact you will have with our Hospice and its services. They include trained Clinical Nurse Specialists (CNSs), specialist staff nurses and health care assistants. Working closely with GPs and other local healthcare professionals, with the support of our own team of specialist doctors, they care for more than 800 patients in the community at any one time.

Your nurse will visit you at your home. They will assess your needs; meet your carer and family and begin the process of planning and coordinating ongoing care from the specialist team at the Hospice. The care can include: relief of symptoms, therapy, spiritual care, psychological and emotional support, and practical financial advice. It all depends on what is best for you.

- **Princess Alice** *Rapid Response*

If you need immediate attention when you are referred to us, our dedicated Rapid Response Nurse is on call to help. Driving to your home within hours, the nurse will assess your condition, providing advice on symptom control and support to help you and your family to cope. If necessary the nurse will call on our wider specialist team to help you. If you need urgent additional help at night, our dedicated Night Response team is only a phone call away and will aim to be with you within 2 hours to provide critical support.

- **Princess Alice** *Night Nursing*

The responsibility and emotional demands of looking after someone with a life-threatening illness at home is exhausting. Our Night Nurses are there to provide your family and carers with a much needed overnight break. Staying by your side from 10pm to 7am our nurses work from pre-prepared care plans, based on our detailed knowledge of your condition. They can quickly respond to any changes in your needs.



- **Princess Alice** *Enhanced Support*

If, while you are at home, you suffer a significant change in symptoms which could put you at risk of urgent admission to hospital, we will bring our Enhanced Support service to bear. This service creates a “virtual” hospice bed at your home and puts you under the care of a bespoke team of specialists who are focused on your requirements. Depending on your needs the daily support can include home visits by one or more members of our wider team. If you no longer require this intense level of care, you will be “discharged” to normal levels of support.

The Hospice at Home Team can be contacted on **01372 461804** from 9am to 5pm, Monday to Friday. Overnight and weekend support and advice is available via “Careline” on **020 8744 9414**.



## Princess Alice *Day Services*

Our Day Services programme offers you the choice of attending: a one hour out-patient appointment, a group session that will last for a couple of hours or coming along for most of the day. All our Day Services are held at our Hospice in Esher. An assessment with one of our nurses will help you choose which session suits your needs best.

Depending on your needs you will be offered access to members of our team of paid and voluntary staff who can support your physical, psychological and spiritual needs, as well as enabling you to meet socially with other people who are going through similar experiences. Your carers can also access our support in a variety of ways and further information is available at your request.

The Day Services Team can be contacted on **01372 461802** from 9am to 5pm, Monday to Friday (messages can be left on answerphone out of hours) or you can email [dayhospice@pah.org.uk](mailto:dayhospice@pah.org.uk)

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## Princess Alice *In-Patient Unit*

During your care with us, you may be admitted to the In-Patient Unit (IPU) in our Hospice. With the capacity to care for up to 24 highly complex patients at any one time, our IPU enables us to provide high quality end of life care and to address troublesome symptoms that can be difficult to treat at home.

We have a “two ward” approach enabling us to look after patients who require a high level of complex interventions as well as those who may need less specialist input. You will be allocated a bed on the appropriate ward according to your individual needs. Your ongoing care may mean you are invited to stay with us for one or more short periods and care in other settings might also be considered.

Our multi-professional team supports the IPU. The doctors are responsible for leading the medical care of our patients. They also provide specialist medical advice to our Hospice at Home and Therapy teams. In addition to this they advise other healthcare professionals in hospitals, primary care and community services. The medical team includes associate and speciality doctors, speciality registrars, GP trainees and other qualified doctors who spend time with us to gain experience in palliative medicine.

For some people the Hospice is the best place for their end of life care. We are here to provide you with the best care and quality of life, while also providing your family and friends with the support they need.

For more information about the services provided by the IPU, you can call **01372 461963** (Ward Office: 8am to 4pm) or the main switchboard: **01372 468811**.



## Patient and Family Support

Our help includes psychological, social and spiritual support both at home and at the Hospice. Our social work team provides advocacy and advice on practical and financial matters as well as emotional support. Our Hospice Chaplain works with specially trained volunteer assistants and offers spiritual, religious and cultural support to you and your carers whatever your beliefs.

The Patient and Family Support Team can be contacted on **01372 461801** from 9am to 5pm, Monday to Friday.

## Therapies

Our specialist therapy team provides art therapy, dietetics, lymphoedema therapy, hypnotherapy, occupational therapy, physiotherapy and speech and language therapy. The team will visit you as part of our Hospice at Home service or provide sessions at Day Services, in the IPU and as an out-patient. The team can provide a number of complementary therapies to you and your carer depending on your needs.

Our goal is to help you maintain your independence and quality of life by supporting you to make adjustments to the way that you do day-to-day activities - within the limits of your condition.

The Therapy Team can be contacted on **01372 461971** from 8.30am to 4.30pm, Monday to Friday (messages can be left on answerphone out of hours) or you can email [therapy@pah.org.uk](mailto:therapy@pah.org.uk)



## 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 patients and families if they would like to take part in our research studies. There is no obligation to do so.

## Comments, Compliments and Complaints

You will find comments boxes dotted around the In-Patient Unit and in our reception area. 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 of the nursing staff.

## 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.

## your hospice, your care

All our care is provided free of charge for our community. Our highly trained team provides care and support in the place you most want to be. In the year ended 31 March 2016, we received more than 3,600 referrals for our services – a 6% increase on the previous year.



It costs over £9.3 million to provide our services. As a charity, we rely on our local community to generate 78% of our income through fundraising, retail operations, donations and legacies. For every £1 that is donated: 86p is spent on delivering our care and support; 10p is spent on fundraising to secure further donations and 4p is spent on management and administration. To help us, visit [www.pah.org.uk](http://www.pah.org.uk)

## Contact us

Princess Alice Hospice  
West End Lane  
Esher  
Surrey  
KT10 8NA

Switchboard **01372 468811**

## More information

If you would like more information about any of our services just ask your Princess Alice Nurse, Doctor or other member of staff for our literature. You can also find more information on our website:

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

Join us at pahospice



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