



Princess Alice
Hospice

The Wellbeing

Centre



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Helping people with life-limiting illnesses
and their families to live well

For Excellence. For Compassion. For People. For Living.



Compassionate care for patients and their families

Here at Princess Alice Hospice, we're committed to providing the best possible end-of-life care. Whether someone has days, weeks or months left to live, we do all we can to make that time as rewarding and comfortable as it can be.

We've been delivering care to our local community for over 30 years. Today, we cover over 600 square miles, visiting people in their homes, as well as helping them in the Hospice.

The skilled and experienced specialist nurses, doctors, therapists, social workers and bereavement volunteers in our team are dedicated to caring for patients and supporting their families and carers. Compassion and respect for the people we help is at the heart of all we do.



Welcome to the Wellbeing Centre

The focus of our Wellbeing Centre is supporting people with life-limiting illnesses to live as fully and independently as possible.

Our sessions help patients to build confidence and gain control of their lives, as well as supporting them to manage their symptoms. We're also here for anyone else who might benefit from our expertise – from family members and friends to healthcare professionals, and interested members of the public.

Everyone is an individual, so our rolling programme is flexible, as well as varied. By choosing to take part in the sessions that are relevant to them, patients can tailor a personal programme to suit their needs and preferences. Some of our sessions may also benefit families and carers, as we recognise the key role they play in patients' lives.

“ Coming to the Wellbeing Centre has given me reassurance and knowledge. I feel supported by my fellow patients as well as the professionals who work here. ”

The Wellbeing Programme

Monday – Your Day, Your Way

Patients who have been referred to the Hospice can attend all or some of the Monday sessions, according to their needs. The day runs from 10am to 3pm and includes a light lunch.

Each week, an informal talk is given on a different topic, including:

- Pain control
- Breathlessness management
- Fatigue management
- Anxiety and relaxation
- Planning for the future
- Nutrition and diet
- Benefits and care
- Chemotherapy, radiotherapy and other treatments.

Each day also includes an opportunity to participate in seated exercise, a relaxation session and an afternoon social activity.

“ When I come to the Wellbeing Centre everyone understands me. I have found somewhere I can talk openly about how I’m feeling. ”



Tuesday – Living Well, Living Better

Tuesday is our drop-in day. Sessions are open to new patients, those who may come under our care in the future, and people close to someone with a life-limiting diagnosis. Healthcare professionals and anyone with an interest in our work are also welcomed.

The morning session – from 10am-12.30pm – offers the opportunity to meet with others in a similar situation and attend an informative talk. Complementary therapy is available to those who attend these sessions. Tours of the hospice can also be arranged.

Topics for the talks include:

- **You're ill, what next?** – an introduction to the Hospice, our team and our care.
- **A life-changing event** – the impact of illness, coming to terms with it and developing coping strategies.
- **My support network** – identifying and accessing the support you need.
- **Carers' workshops** – 3 sessions covering coping as a carer, managing stress, relaxation, finances, benefits and local services.
- **Being active** – maintaining or starting activities to increase independence.
- **Making your wishes known** – making a Will, lasting Power of Attorney, Preferred Place of Care, advance directives and advance care planning.
- **Fatigue and sleep hygiene** – understanding and improving your sleep and energy levels.
- **Nutritional wellbeing** – information and advice about eating and appetite.
- **Medication management** – managing drugs and side effects
- **Breathlessness** – understanding and coping with breathlessness.
- **Anxiety and relaxation** – strategies and information.
- **Managing other common symptoms** – from pain and nausea to bowel problems.

The focus of the afternoon session – from 1.30-3.30pm – is a drop-in art group, led by a volunteer artist, and open to all, regardless of ability. We hope to offer other activities, such as relaxation and exercise, to the group in the future.

“ I look forward to Tuesdays in the Wellbeing Centre. We always leave here smiling. ”

Wednesday

Our Wednesday group is for patients who are referred to us for respite care and who are often more dependent or have more complex symptoms. We provide a busy social day with a Discussion Group, complementary therapy and a three course lunch. We have a wide programme of afternoon activities, including quizzes and concerts. Full nursing support is available, as is the opportunity for patients to access physiotherapy and occupational therapy. Patients' attendance is reviewed every eight weeks.

Thursday and Friday

We offer a range of activities and sessions, including a social group, a breathlessness course and tailored exercise groups.

To find out more, speak to the Wellbeing Team, contact wellbeing@pah.org.uk or call 01372 461802.

The difference we make



My mum had a great time at the Wellbeing Centre. My dad is her carer, so it gave him a much-needed break.

My mum has very little independence and it was the first time in ages she has done something on her own, which was massive for her. It really has lifted her spirits and she spent 40 minutes on the phone telling me all about it. She made a friend, had discussions, listened to music and also had her nails done. Amazing how something so simple can have such an impact.



Other ways we support your wellbeing

Our Compassionate Communities volunteers run a range of sessions that complement the Wellbeing Centre's programme.

For patients, carers and the recently bereaved:

- Community allotments
- Community choir
- Man Shed – an opportunity to chat and connect while you work on a group or individual project
- Book clubs
- Cookery courses
- Social group

For patients:

- Compassionate Neighbours befriending – support and companionship from trained volunteers
- Advance Care Planning support

For carers:

- Carers' café
- Kew Gardens walks

Find out more at www.pah.org.uk/compassionatecommunities





What you need to know

Getting here

If you're able to drive here, please let us know, so we can advise you on the best place to park. If you cannot get here independently, we may be able to arrange transport for you.

For further details of how to get here, visit www.pah.org.uk/contact-us/ or call **01372 46811**.

Refreshments

We serve a light lunch of soup and sandwiches in the Wellbeing Centre on Monday, for a suggested minimum donation of £3.50. Lunch is on sale in our dining room on all other days.

Our Hospice is smoke-free. There are designated smoking areas for patients, carers and families outside.



Our Team

Our Wellbeing team is made up of a manager, nurses and other support staff.

Other members of the Hospice's multi-professional team – from therapists and social workers to our chaplain – also contribute to the programme. Volunteers provide support too, including driving patients and helping with hospitality.

“ I feel supported by my fellow patients, as well as the professionals who work here. ”



Keeping you safe

Taking reasonable care of your own health and safety, and that of people who may be affected by your actions, is your responsibility. However, if you have any concerns, please tell a member of our team.

Data protection

In accordance with current legislation and the General Data Protection Regulation, we hold your health records on our secure computer systems. Supported by our Clinical Privacy Notice and Policies, we take great care to safeguard confidential information. Every patient has a right to access their information by completing a formal request called a Subject Access request. At times we may need to share your information with other clinical teams in order to maintain your care. Your information will be transferred securely and safely.

For more information please speak with our medical or nursing staff, or email our Data Protection Officer at DPO@pah.org.uk.

Research

Taking part in our research studies can help us improve our care. We may ask you if you'd like to participate, but there is not obligation to do so.

Comments, compliments and complaints

Please use our comment cards to let us know what you think and put them in the boxes in the Wellbeing Centre and reception. Your feedback helps us improve what we do and show our staff and volunteers that they're appreciated.

We value your views and will do our best to resolve any problems you have. If you feel your issue has not been resolved, you can make a complaint. We take any complaints very seriously – ask a member of staff for our formal complaints procedure.

Duty of Candour

We recognise the importance of openness and honesty. When things go wrong, we will acknowledge our mistakes and be clear and swift in our apology. We will take responsibility, reflect and learn, and put in place any measures that will reduce risk and improve the way that we care – so that you and your family can remain confident in the service that we provide.

Princess Alice Hospice makes a difference

It costs £10.3 million each year to provide our free, high quality care.

As a charity, 78% of our income is generated by fundraising, retail operations, donations and legacies and it's only the ongoing, generous support of our community and beyond that makes it possible to do our work.

We provide excellent end of life care in our Hospice and in the community. The members of our team of staff, volunteers and supporters are positive, passionate and professional. We know we can't prevent death, but we do everything we can to make it as good as possible. Because, above all, we believe that hospice care is for living.

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For more information visit: pah.org.uk



we were the first hospice in the UK to be rated Outstanding by the Care Quality Commission in all five inspection domains.



8,800

support sessions were provided by our social work, chaplaincy, bereavement and Children in Need teams.



5,877

therapy sessions provided to patients, including 3,824 occupational therapy and physiotherapy sessions.



2,414

wellbeing activities attended, supporting 254 people.



481

patients with complex needs cared for on our In-Patient Unit.



7

consultants helping patients, aged from 18 to 108, with a wide range of conditions.

Contact us

Princess Alice Hospice
West End Lane
Esher KT10 8NA

The Wellbeing Team
01372 461802 (8.30am-4.30pm,
messages can be left outside of these hours)

wellbeing@pah.org.uk

pah.org.uk



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