

# A Little More About Your Hospice



# About St Clare Hospice

At St Clare Hospice, we are committed to providing the best specialist palliative care and improving the lives of those affected by terminal or life-limiting illnesses.

Hospice care is about life and living well, and offering a safe space and opportunity for patients to live actively in the time they have left. We give emotional and spiritual support to patients, families and carers with respect and compassion, whether at home or at the Hospice.

If you're considering St Clare Hospice, our care is available to you from the time your illness is diagnosed as incurable, to the end of your life – however long that may be. We're here to help with expert medical and holistic care throughout this difficult time.

What's more, you can rest assured we will carry on caring for the needs of your loved ones, too.



## What is St Clare Hospice, and how can we help you?

### St Clare Hospice care...

- ... is about life and living well, not just death and dying.
- ... is for people with any life-limiting illness that cannot be cured, not just cancer: respiratory and heart diseases, Parkinson's, motor neurone disease, multiple sclerosis, dementia.
- ... offers relief following the diagnosis of a life-limiting illness, not just in the last few days and hours of life. Many people dip in and out of hospice care, depending on their condition and their wishes.
- ... helps people in their homes, not just at the Hospice. This can include residential care homes if that's what you need.
- ... supports the whole circle of family, friends and carers, not just the person with the illness.
- ... is for adult patients from the age of 18, not just the elderly.
- ... is for people of all faiths, and none.



## Here to support you and your family

Taking the first steps to deciding on hospice care can be difficult, not only for you but for your family, too.

You may feel overwhelmed and scared, but we want to assure you St Clare is a welcoming haven, where you will be surrounded by compassionate staff who will support you and your family, friends and carers every step of the way. We want you to know you are not alone.

As you prepare for this next phase of your journey, it's important to remember that hospice care is not just about medical care. We believe in treating you, the person, not just the illness. Our team gives dedicated emotional, spiritual and social support so the time you have left is as peaceful, comfortable and happy as possible.

## Who can I call when I want to find out more about St Clare?

**Our First Contact Service on  
01279 773774**

A team of nurses, clinicians and clinical administrators who can answer any questions and signpost you to other useful services.

## 24 Hour Advice Line

We understand questions and concerns are not restricted to office hours and so neither are we.

Our Advice Line is open 24 hours a day, 7 days a week. When you call us on **01279 773773**, you'll have access to:

- Specialist advice and support in relation to someone's condition.
- Guidance on what to do immediately after a person dies.
- A member of St Clare staff who can help with any questions you may have about our services or your care.





# Our services

St Clare Hospice delivers specialist palliative care to our patients wherever they need it, whether that's at home, in care, in a residential home, or at our Hospice in Hastingwood.

## Hospice care in the community

Our Clinical Nurse Specialists (CNSs) are compassionate and highly skilled palliative care nurses. They help you manage complex symptoms such as pain and give emotional support and expert advice to you and your loved ones.

Our team is available to assist you at every stage of your journey, right from the time you receive your diagnosis, and can help you access other services, as you need them. We work closely with your GP, your district nurse and other healthcare professionals involved in your care, both in and outside of the Hospice.



## Hospice at Home

We understand some people prefer to receive care in the comfort of their own home, which is why we offer our Hospice at Home service to patients in the last stages of their illness.

Our team of healthcare assistants and registered nurses will help you with personal care, including washing and dressing.

We are dedicated to making you feel safe and cared for in your own home.





## Inpatient Unit

Many people worry a hospice will look and feel like a hospital. At St Clare Hospice this couldn't be further from the truth. You'll find high-quality specialist care in homely surroundings.

You may only need to stay with us for a few days to receive symptom management or a full assessment of your needs before returning home.

Or, the Hospice may be the place you choose to spend your last days, knowing you'll receive outstanding care and your dignity and privacy will be respected.

Whatever your situation, we are committed to making your stay with us as comfortable as possible.

## Therapy Team

Coping with all the changes associated with a life-limiting condition can be tough.

Our multidisciplinary Therapy Team are here to care for you and your family, with a focus on your emotional and physical wellbeing.

Their person-centred approach is all about helping you to live your life to its fullest potential by finding out what is important to you, setting personal goals and supporting you to achieve them – whether that's exercises to build strength, techniques to self-manage the symptoms of your condition or strategies for staying independent.



In order to do this, we offer occupational therapy and physiotherapy in our Inpatient Unit as well as via our Outpatient groups and clinics at the Hospice. Our Therapy Team can also visit you at home in some circumstances (criteria applies).



# Support for you, your family and friends

## Patient and Family Support Service

We know how difficult it can be to come to terms with a terminal diagnosis and saying goodbye to those you care about. Here at St Clare, we provide compassionate care and practical help and advice not just for our patients but for families, friends and carers, too.

If you choose us for your care, you can be safe in the knowledge that our Patient and Family Support Service will tend to your emotional and spiritual wellbeing as well as that of those you love and we can also support you and your family with practical help and advice. All our Patient and Family Support can continue after you have died.

Our team of social workers, family support workers, chaplain, bereavement counsellors and support services are available to everyone: you, and your family, carers and friends.



**At St Clare, we provide compassionate care and practical help and advice not just for our patients but for families, friends and carers, too.**

## Wellbeing Hub

When times get tough, having a good network of people you can turn to can make a real difference.

At St Clare, we know how much our patients and their families value these support networks, which is why the groups in our Wellbeing Hub give you the chance to meet others with similar experiences and make genuine friendships.



## Bereavement support

Grief is a natural reaction to loss, but your family and friends shouldn't have to face grief alone.

We offer bereavement services, led by qualified counsellors, to support people after loss. Whether recent or a long time ago, our services are available to anyone who has lost a loved one and are there to ensure nobody has to cope alone.

**There are dedicated services for children and young people, as well as Bereavement Cafés and a free GriefLine phone support line: 01279 945089.**



**GriefLine**   
**01279 945089**  
 Provided by St Clare Hospice



**At St Clare, our care is available to everyone in our local community**

## Café Clare

Café Clare is the perfect opportunity to find out more about your local hospice and the services we offer.

You are welcome to come and speak with our staff and volunteers about how you may want to access the support available at St Clare, whilst getting a feel for the Hospice itself. Anyone is welcome to come along to Café Clare; you don't need to have any connection to the Hospice.

We hold cafes on a Thursday in Saffron Walden and a Friday at the Hospice where you will be welcomed with breakfast bites, tea or coffee.

If you want to speak to someone at the Hospice, our staff will gladly discuss the options available to you and what we can do for you.



## Compassionate Neighbours

For some people living with a serious, long-term or terminal illness, growing older can be both lonely and scary.

Compassionate Neighbours is a wonderful project that aims to reduce loneliness and social isolation by building supportive connections and genuine friendships.

At St Clare, we carefully match people with our trained volunteers based on common interests, lifestyles and experiences. And this network of volunteers then offers their time and companionship to those in need.

If you or someone you know could benefit from meeting with a Compassionate Neighbour, we encourage you to reach out to us.



## Dementia Support Service



Our Dementia Support Service puts people at the centre of their dementia care. It's designed to encourage those living with advanced dementia to engage in therapeutic, multi-sensory activities that promote wellbeing and enhance quality of life.

Our trained Dementia Support volunteers deliver one-to-one, tailored Namaste Care sessions to individuals in their own homes or residential homes, with their carers present. Each session lasts up to two hours, and everyone is offered a course of up to 10 sessions.

**This personalised service is completely free and available to those in the West Essex and East Hertfordshire border communities.**

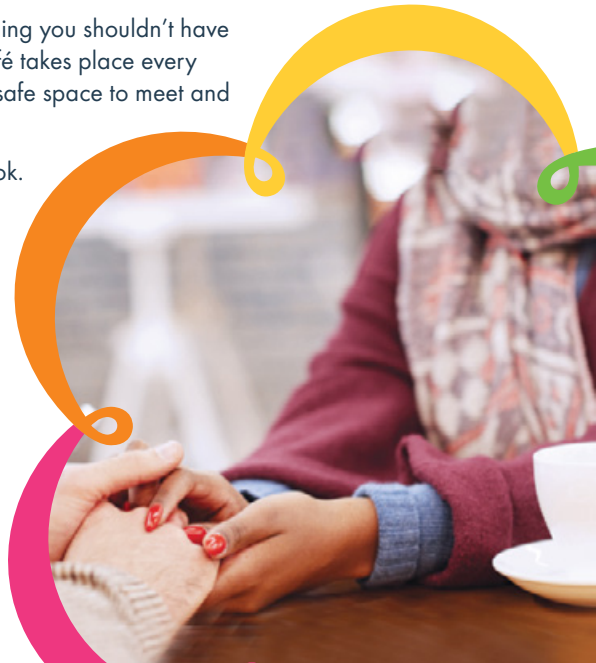
## Dementia Carers' Café

Caring for someone with dementia is something you shouldn't have to manage alone. The Dementia Carers' Café takes place every Thursday in our Community Space and is a safe space to meet and connect with those who understand.

It is free to attend and you don't need to book.

## Dementia-friendly Gardening Club

The Cafe is run alongside our Dementia-friendly Gardening Club, which offers people with dementia the chance to enjoy the therapeutic benefits of gardening and other nature-related activities while their carers take some time apart knowing their loved one is engaged in a supervised activity.





# How you can help St Clare Hospice

The care we provide to our local community is completely free of charge and open to everyone who needs us.

As an independent charity, we are mainly funded by donations from generous local people. People who have experienced our services or who just want to help their local community, fundraise for us, leave gifts to the hospice in their will and ask their employers and companies to donate to us.

This community ownership enables us to be there for the thousands of patients and

families who come under our care each year. We exist because of our community, and for our community.

Local people help us raise more than £16,000 every day to fund the specialist palliative care we deliver to those who need it in our local community. As St Clare receives only limited funding from the NHS, most of the cost is funded through voluntary donations and the generosity of our local community.



# You can be a part of your local hospice



## Donate

Whether you make a single donation or choose to make a regular gift to St Clare, every penny makes a difference to the lives of local people.



## Remember your loved one with a tribute page

Creating an online tribute with photos, stories and memories is easy to do. Simply choose St Clare as your chosen charity and all donations will come directly to the Hospice.



## Fundraise

We rely on our community to help us raise the vital funds needed to care for local families. From bake sales to bungee jumps, there are lots of different ways you can help, whether you would like to fundraise as an individual, with classmates or work colleagues, or as part of a group.



## Play our lottery

Playing the St Clare lottery is a fun and easy way to support our Hospice – and you could be a winner, too! For just £1 a week, you can give yourself a chance of winning one of 24 cash prizes, including our rollover prize of up to £10,000.



## Leave a gift in your will

Gifts of all sizes are a significant source of funding for St Clare. The generosity of the people who leave the Hospice a gift in their will allows us to continue to care for patients and families for years to come.



## Support our shops

Bag a bargain in one of our nine shops and you can help turn donations of pre-loved goods into income for our care and support services. All of our St Clare stores welcome good-quality items such as clothing, bric-a-brac and furniture. You can make your donations go even further to raise funds for the Hospice by signing up for Retail Gift Aid.



## Dedicate a leaf on the St Clare Memory Tree

Displayed in the Hospice reception, the Memory Tree is a meaningful way to create a lasting tribute to your loved one.



## Volunteer

There are plenty of ways to give your time, skills and energy when you volunteer with St Clare. Whether you would like to help for a few hours as and when we need you, commit to a regular day, or get involved with a short-term project, we'd love to hear from you.

# St Clare Hospice

St Clare Hospice is a charity providing specialist palliative care to improve the lives of people living with a terminal or life-limiting illness in West Essex and the borders of East Hertfordshire, including Bishop's Stortford and Sawbridgeworth.

Our approach gives patients, their families and carers compassionate care and emotional support so, together, you can enjoy the best possible quality and enjoyment of life in the time you have left.

## St Clare Hospice

Hastingwood Road  
Hastingwood  
Essex CM17 9JX  
Telephone: 01279 773700

## Our service covers

-  Harlow
-  Epping Forest
-  Uttlesford
-  East Hertfordshire border

 St Clare Hospice is located here

 Our shops are located here






## How to access our services

St Clare offers specialist palliative care for people over the age of 18 living with a life-limiting or terminal illness, are at the end of life, or are experiencing bereavement.

All health, social care and voluntary service professionals can make a referral to St Clare Hospice. Our referral form can be found on our website [stclarehospice.org.uk/referral](http://stclarehospice.org.uk/referral)

**If you feel St Clare might benefit you, or someone close to you, you can seek a referral by:**

-  talking to your GP, district nurse or hospital team of consultants and nurses, or any other clinician involved in your care.
-  calling the First Contact Team directly on **01279 773774**.
-  Family members, carers and friends of patients can also seek a referral by talking to one of our members of staff.