



What is the Hospice at Home service?

The St Barnabas House Hospice at Home service consists of a team of registered nurses and healthcare assistants, employed by the hospice, who offer 'hands on' care and support to help you to stay in your own home at the end of your life, regardless of your diagnosis. We work alongside your own GP, Community Nurses and Nurse Specialists. We all work together to ensure your care is co-ordinated and right for you.

Comments about your care

We are always pleased to receive feedback on our service. Please contact the Hospice at Home Team with any comments.

If you wish to make a complaint or pass on a compliment about the service, please write to:

Hugh Lowson
Chief Executive
St Barnabas House
Titnore Lane
Worthing
West Sussex
BN12 6NZ

Email: hugh.lowson@stbh.org.uk
Telephone: 01903 706300



Hospice at Home Service



St Barnabas House, Titnore Lane, Worthing,
West Sussex BN12 6NZ

www.stbh.org.uk

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What can the Hospice at Home Team do?

- We can help you to remain in your own home or care home, if this is where you wish to be for end of life care.
- We can provide you and your family with support and care during a time of crisis to reduce the chance of an unnecessary admission to hospital.
- We can provide short-term care on discharge from the hospice or hospital, enabling you to return home if appropriate.
- We can sometimes offer 2 hour respite care sessions in your own home to enable your family and carers to have a break.
- We can assist you to remain at home, even if you live alone, if this is your wish.
- We can help with washing, feeding and drinking.
- We can assist you with taking prescribed oral medication, if you need help.
- We offer general advice to help you manage your symptoms.

What can the Hospice at Home Team not do?

There are lots of care providers involved in looking after you. St Barnabas provides only one part of your total care package and we are not responsible for the actions of your other care providers. We do not take over your care, but work closely with other community services. Your GP retains overall responsibility for the care that you receive in your own home. We are unable to provide long term care.

Is the Hospice at Home service the same as staying at St Barnabas House?

No, the Hospice at Home service is provided in conjunction with other, external care providers. The inpatient care provided at St Barnabas is different, as we have a team of nurses always on duty, hospice doctors accessible 24 hours per day and a well-equipped medical building.

How am I referred?

Referrals are accepted direct from your Consultant, GP, District Nurse or from hospice staff already involved in your care.

Referrals to the Hospice at Home service are prioritised for those patients in greatest need and determined by the staff available to care safely for those patients.

What happens next?

After a referral for Hospice at Home care has been made, a member of the Team will contact you and / or your carer to arrange a visit at home or your care home at a time convenient to you.

Together with you and the District Nursing team, we will agree a package of individual support and care that is appropriate for you.

We provide short-term care. Priority is given to patients who are in the last few days of life. This may mean we visit once a day or several times a day. The length of time and frequency of our visits will depend on your individual needs.

When does the Hospice at Home Team work?

The Hospice at Home Team is available to provide care seven days a week, including Bank Holidays and weekends, from 8.30am until 9pm. We provide a night sitter service to cover the hours between 10pm and 7am. This is for patients who are in the last days of life and can be arranged by your Hospice Community Nurse, District Nurses or daytime Hospice at Home nurses.

How does the Hospice at Home service fit in with other St Barnabas services?

The Hospice at Home team is based at St Barnabas and is part of the hospice's multi-professional team consisting of our Nurse Specialist team, medical team of specialised doctors, In-patient Unit, Day Hospice, Outpatients Clinic, Physiotherapy, Complementary Therapy, Chaplaincy, Family Services Team and Bereavement Service.

Do I have a choice?

You do have a choice about where you can be cared for at the end of your life. You may change your mind as your condition progresses. Your preference for end of life care will be taken into account at all times. However, this may not always be achievable.

Your GP and Community Nursing Teams aim to ensure that you are getting the best care and that your wishes are being listened to. They will involve, guide and support you in enabling you to be cared for where you prefer, if this is possible. If it is your choice to remain in your home, or care home, then our Hospice at Home Team will do their best to care for you there, as long as this is safe.

How do I contact the Hospice at Home Team?

The Hospice at Home Team can be contacted during office hours by telephone on 01903 706361 or by fax on 01903 706396.

Out of hours, non-urgent messages can be left on the answerphone but these will not be picked up until the next working day.

Out of hours advice can also be sought via the District Community Nurses by contacting One Call on 01903 254789.

Out of hours GPs can be contacted by telephone by calling 111.

