



Hospice at Home

Information for patients, carers, families
and loved ones



Who are we?

If you would like to be cared for in the comfort of your own home or a care home, our Hospice at Home team will be there for you. You will receive the same standard of You-Centred palliative care you'd receive in the Hospice.



What do we do?

The Hospice at Home service is provided seven days a week.

The service is designed to offer blocks of care to those individuals in their last few weeks of life. The blocks are usually between two and four hours and in some circumstances the blocks can run sequentially to provide a dying patient with almost 24 hour care.

The district nurse will need to be your main contact or 'key worker' and the Hospice at Home team will work alongside them and any other healthcare professionals involved in your care. We are an additional service and do not replace any services you are already receiving.

Allocation of care is decided on a daily basis and patients are prioritised according to their clinical need and support requirement at that time.

The team will review the level of support required at each visit and reassessment of ongoing support will occur at approximately six weekly intervals.

Ongoing support will be provided according to specialist palliative care need. Continuing care will be managed by your key worker. Hospice at Home can be contacted again and a re-referral made at any time.

Assessment, phone call and first visit

Following a referral to the Hospice at Home service the Co-ordinator will telephone you to discuss your requirements and the implementation of the service. On their first visit a member of the Hospice at Home team will assess your needs and discuss how we might be able to help.

The Hospice at Home team works in a holistic way and will liaise with your district nurse, any other healthcare professionals involved in your care and other members of the multidisciplinary team at the hospice to help ensure your needs are met.

You can contact the team on

01708 758603

9am - 5pm, 7 days a week

Outside of these hours contact can be made via your district nurse.

If you have any questions or would like to discuss anything about the service please contact us on the above number.

About Saint Francis Hospice

Saint Francis Hospice provides care 24 hours a day, 7 days a week to local people affected by life-limiting illnesses. As a registered charity, we rely on the financial support of our community to keep providing world class care free of charge to individuals and their families. Every year, we provide treatment, care and support to more than 4,000 local people affected by a life-limiting illness.

Confidentiality

At Saint Francis Hospice we are committed to upholding your rights to confidentiality and protecting your privacy. We will treat your information with respect. Keep it secure and comply with the requirements of the Data Protection Act 2018 including GDPR. Our privacy notice is available on request or by visiting our website www.sfh.org.uk

The Hall
Havering-atte-Bower
Romford
Essex RM4 1QH

Call: 01708 753319

Email: mail@sfh.org.uk

Visit: www.sfh.org.uk

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