



Saint Catherine's

Caring for you at Hospice and Home



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www.saintcatherines.org.uk



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Hello! Our information brochure contains all you need to find out more about the work of Saint Catherine's. We provide care and support at home and in the Hospice for adults with a terminal illness, and to their families, carers and friends. This brochure will tell you more about our care and support, the work we do and the services we provide.

Saint Catherine's is about life and death. Our services work with our patients to provide support and care that will allow a patient to remain as active as possible and make the most of every day, in the place where a patient chooses to live. In addition, when they need us, we will be there to ensure they receive the best care and support to maintain their dignity and ensure a good death.

On a personal note, I have worked in Hospices for over 12 years and am passionate about the care and support we provide. When I entered my first Hospice in the south of England, having never worked in healthcare before, I went for a day to help care for our patients. During this time, I met 'John' (not his real name) who had been diagnosed with motor neurone disease (MND). Being involved in providing personal care for him, I found out about his life and family. 'John' had taken early retirement, obtaining his pilot's licence before receiving the news he was suffering from MND. Over the following weeks, I spent time with 'John' and experienced first-hand the care and support we were able to give to him and his family. His family were around him in the Hospice when he died peacefully a few months later. From this moment, my passion and drive has always been to ensure our care and support is accessible to all those who need it both in their homes and in the Hospice.

We serve communities across a 1600 square mile area working with over 3000 patients, families and carers each year. All the care we provide is free of charge. Each year we need around £6m to deliver all our services. Over 70% of this comes from the wonderful support and generosity of our local communities. We receive the other 30% of our money from the local health and social care commissioners and we are grateful for their on-going support. We hope you find all the information you need through this brochure. If there is anything you would like to know more about then do get in contact with us. You will find all the details of how to do this on the back cover.

We will continue to be there to care and support you, your family, your carers and friends when you need us. **Thank you.**

Mike Wilkerson
Chief Executive

WHERE IT ALL BEGAN



The concept of Saint Catherine's was developed during a meeting between Mr. David Fletcher, a surgeon at Scarborough hospital; Brian Fitzpatrick, a Methodist minister and Dr. Tony Chico, a GP. In 1981 the three formed a Board of Trustees to work with them to turn that dream into reality.

Such was the overwhelming response of local people that within four years of the idea first being conceived, the Hospice was welcoming its first patients.

In 1983 the Hospice building at 137 Scalby Road was purchased in readiness for conversion. It was opened in April 1985 by Princess Margaret.

Since then Saint Catherine's has developed and extended its services to meet the needs of its patients and their families. By the late 1990s the time came to extend and improve the quality of all Saint Catherine's work. The services had out-grown the existing site so relocation to a purpose-built new development was planned.

The new site was needed to be able to offer the most up to date facilities and services for the benefit of all patients in need of palliative care. Following the new build appeal the £2m target was successfully raised by the end of 2003 and the relocation to a purpose-built facility took place in May 2004.

Today, Saint Catherine's cares for individuals with terminal illnesses and their families, not only onsite in Scarborough but also at our Day Hospices and in people's homes within an area of North Yorkshire covering more than 1600 square miles. We have become known as a provider of excellence for palliative care, being rated as Outstanding by the Care Quality Commission at our last inspection.

SERVICES



In-Patient Unit

The In-Patient unit has 18 en-suite rooms and offers 24-hour specialist symptom control, respite care and end of life care. Our nurses, doctors, therapists and other healthcare professionals provide specialist care in a comforting environment where patients and their families can feel supported. Each room opens out on to our award winning gardens, helping create a peaceful and homely space. As well as serving home-cooked meals and refreshments throughout the day, our volunteers are always on hand to make patients and families more comfortable.

Outpatient Clinics

Outpatient clinics take place within the Hospice setting and Saint Catherine's specialist palliative care consultants also provide clinics for patients at Scarborough, Bridlington and Malton. They will also visit patients in need of palliative care on the wards during their attendance at the hospitals.



Day Hospice

Our Day Hospice provides services to patients in Scarborough, Whitby and Ryedale. Here, patients are provided with specialist care, treatment, advice and rehabilitation. Attending the Day Hospice can help patients to live with the challenges that a condition may bring. Day Hospice patients can also arrange to have their outpatient appointments such as counselling, occupational therapy, or physiotherapy etc. on the day they attend Day Hospice. Attending the Day Hospice also offers an opportunity for patients to socialise with other people who can relate to how they are feeling as well as enjoying a freshly cooked lunch in a relaxed atmosphere.



Physiotherapy and Occupational Therapy

Physiotherapy and occupational therapists work closely together to maintain or increase a patient's independence. By carrying out a holistic assessment of a patient's needs and then helping with exercise programmes or providing specialist equipment, our therapists can help patients to both manage their illness and stay within their preferred place of care. A variety of techniques and facilities are used including a specially adapted gym as well as giving support, advice and guidance on a wide range of issues.

SERVICES



Lymphoedema Outpatient Clinic

Lymphoedema is a condition which occurs when fluid accumulates in various parts of the body's tissue which can cause swelling and discomfort. Patients are offered treatments to ease the swelling and improve their quality of life. Our lymphoedema nurses will assess patients to confirm a diagnosis of the condition. Patients will then be provided with the information they need to understand and manage their symptoms effectively through a range of tailored treatment plans.

Hospice at Home

Our Hospice at Home service provides a 'hands on' support service to allow more patients to remain in their homes at the end of life. For those in the final stages of any terminal illness, this service gives access to clinical expertise and home visits at any hour of the day or night. This service is provided in partnership with Marie Curie and works closely with district nurses to provide co-ordinated services to patients.



Complementary Therapy Services

Complementary Therapy is used to help ease a patient's condition and improve relaxation and a sense of wellbeing. Saint Catherine's trained complementary therapists offer a range of treatments including aromatherapy and massage, in partnership with the patient's traditional treatment, to help with symptom control and improve quality of life.

Community Clinical Nurse Specialists

Our community nurse specialists provide advice and support to patients with terminal illnesses. These nurses do not undertake 'hands on' physical care for patients, but visit and support people in their own homes offering expert advice on symptom management as well as providing psychological, social and spiritual support.

Clinical Nurse Specialist for Neurology

The community neurology nurses provide specialist palliative neurology advice and guidance to patients in their own homes. Working with hospital teams and other community services, they support neurology patients and their families, including those with illnesses such as Parkinson's Disease, Motor Neurone Disease and Multiple Sclerosis, to cope with the progression of their disease.

Care Homes Support Team Clinical Nurse Specialists

Our clinical nurse specialists provide advice and clinical support to care home staff, residents, families, and community teams, to enhance palliative and end of life care within nursing and residential care homes. They also deliver a training programme to care home staff to increase their knowledge of palliative and end of life care. They work alongside care home staff, GPs, community specialist nurses, district nurses and other health and adult social care teams to ensure effective communication and co-ordination of care.



Social Work

Our Hospice social workers can help identify and assess the social, practical and emotional needs of patients, families and carers, then arrange appropriate support and care. They are often involved in discharge planning from the In-Patient Unit. In addition to this, they work with patients and families in Scarborough, Ryedale and Whitby, and when needed, provide assistance to the community nursing teams. They can help with many aspects of social care for example: finding resources in the community – including personal care at home, residential and nursing home placements, housing, advocacy, finances, legal issues, and support for carers. They can spend time with patients and family members giving the opportunity to talk about how they are coping with the changes that illness brings to every part of the family. They also run several support groups for current and recently bereaved carers.



Spiritual Care

Our spiritual care co-ordinator at Saint Catherine's offers support to patients and their families recognising that in times of major illness life can be both challenging and difficult – not only for our patients but also for the people close to them. This provision offers to be alongside people who are striving to cope with all kinds of loss, it incorporates celebrating life, and it has a part in identifying purpose and meaning for life – for some people this is found in a religious faith and if so we can facilitate involvement of local clergy or faith leaders as required.

Palcall Out-Of-Hours Telephone Service

Palcall is a palliative care, out-of-hours telephone helpline for patients and carers. It is a nurse-led service offering advice and information outside normal surgery hours. The helpline is available to patients, their named contacts and healthcare professionals involved in a patient's care.

Bereavement Support

Saint Catherine's counsellors and supporters are available to help children, young people and adults find ways of coping with their grief. The service is available to children aged five and over, young people and adults who have experienced the death of a significant person in their life, whether the death was sudden or expected.

Bridges Counselling

We have a small team of qualified and experienced counsellors to support Hospice patients and carers to cope with the emotional impact of living with a terminal illness.

Educational Support for Health and Social Care Professionals

Our education department runs all the mandatory training programmes for Saint Catherine's staff and volunteers as well as offering clinical training to wider health care professionals such as GPs and district nurses. Non-clinical courses are also available in areas such as bereavement and communication skills. Our meeting rooms are available to hire. Please see our website for further details.

FACILITIES

and other useful information



Our on-site facilities enhance the services offered by the Hospice adding to the home-from-home feel for patients and their families.

Food and drink

Our wonderful catering team provide home-cooked, nutritious meals for patients on a daily basis. The Cafe is open to visitors, Monday to Friday. Dietary requirements can be accommodated.

Gardens

Our award winning gardens provide a beautiful, tranquil setting for the main Hospice site in Scarborough. Patients and visitors are encouraged to spend time in the gardens, relaxing and enjoying the peace and serenity they offer.



Hair Salon

Patients can enjoy a relaxing experience at our hair salon during their stay at our In-Patient Unit or Day Hospice visits.

Reflection Room and Chapel

This room is a place for peace, reflection and quiet – open to everyone: people of any religious persuasion and none, to provide a space for ‘me time’, time out, meditation or prayer.



Conference Facilities

The Education Centre is a modern, spacious building offering not only choice of room sizes but also a range of facilities, depending on the needs of your group. This is suitable for a variety of local support groups, committees, societies and clubs, businesses and organisations.



PEOPLE AT OUR HEART...

a philosophy of Saint Catherine's care

If you or someone you know has been told they have an illness and might not get better, then you may have heard of palliative care. This is the care that is given to patients with an illness for which there is no known cure. For some patients, this may mean that specialist care is required. Around half of our patients are learning to live with cancer. The remainder will have a diagnosis from a wide range of other illnesses such as heart disease; respiratory conditions; end stage kidney and liver disease and neurological illnesses.

At Saint Catherine's, we offer individualised, specialist palliative care with the aim of helping people with an terminal illness. By managing pain and other physical symptoms; identifying a patient's needs and goals; then supporting psychological, social and spiritual wellbeing, we aim to achieve the best quality of life for patients, their families and carers.

Our team consists of highly experienced professionals ready to provide specialist palliative care. These include specialist nurses, doctors, physiotherapists, occupational therapists, bereavement counsellors, social workers, complementary therapists and spiritual care support. All areas of Saint Catherine's work are supported by a dedicated team of volunteers. Our expertise



means we do all we can to help with physical symptoms like pain, breathlessness and anxiety. We can also help with practical problems, too, like dealing with financial worries or making changes in someone's home.

We also know that learning to live with an terminal illness goes beyond the treatment of the physical and practical. We know people are likely to feel many different emotions throughout an illness: from fear and anger to anxiety and guilt. These feelings can be overwhelming at times for both patients and their families and friends. Our holistic approach provides support and guidance for emotional and spiritual wellbeing alongside the clinical care.

Patients don't need to come and stay at the Hospice in order to access our services. Following an assessment of needs, a community nurse specialist or Hospice at Home

nurse can visit a patient at home. Sometimes, patients may spend time at one of our Day Hospices or at an outpatient clinic. At times patients may need the round-the-clock care and support provided by our In-Patient Unit.

Our staff and volunteers provide a respectful space where patients can chat and laugh, make friends, and ask questions. It's also a place where we understand sadness and listen to fears.

All of our Hospice services are free of charge to patients and families.

'You matter because you are you; and you matter to the last moment of your life. We will do all we can, not only to help you die peacefully but also to live until you die.'

Dame Cecily Saunders,
founder of the Hospice movement

RAISING THE FUNDS

People are always at the heart of the services we provide at Saint Catherine's. It isn't just the specialist medical care that we deliver, but the extra mile we go to help patients, their families and carers to live life to the full. Weddings, christenings, haircuts, craft sessions, massages and a chat over a cup of tea, all help patients and families make the most of the time they have together. We rely on the tireless work and generosity of our community to continue to offer our essential services. We need £6m a year to enable us to deliver patient care. We can't raise this money and continue to provide our care without your help. There are lots of ways to get involved and support Saint Catherine's.

Volunteering

We have nearly 600 volunteers who support Saint Catherine's across every aspect of the organisation. Volunteers make a huge contribution to our work and the lives of patients and their families. There are plenty of ways to get involved, from marshalling at an event to working in one of our shops or supporting care on the In-Patient Unit.

Events

From a colour run to a Christmas appeal. We arrange events throughout the year to raise money for patient care. If you want to get involved, find out more about how you can help by going to our website www.saintcatherines.org.uk

Fundraise for us

Whatever kind of fundraising event you have in mind, we would love to hear from you. Local people and organisations can get involved with anything from running a marathon to holding a coffee morning. See our website for tips and ideas.

Remembering a loved one

Making a donation to Saint Catherine's is a special way of honouring your loved one's memory and helps us to continue to provide care to more patients. Some people choose to donate a collection from a funeral and others make a one off 'in memory' donation.

Saint Catherine's Shops

We have shops across our region specialising in good quality second hand clothing and furniture. Thanks to generous donations from the local community, our shops can be home to some fabulous bargains and there is something for everyone. If you have some pre-loved clothing, shoes or accessories please put them in a bag and drop them at your local Saint Catherine's shop.

Become a Corporate Partner

We have a number of ways for businesses to support us. From Bring a Pound to Work Day to sponsoring a full day of our care, corporate partners provide huge support to us. This can be a way to remember a colleague or deliver a team building exercise.

Gifts in Wills

It is only right that we should want to provide for our family and friends first. Once you have done so, you may want to leave something to Saint Catherine's. Legacies are very important to Saint Catherine's and make up nearly 15% of our income. Leaving a legacy is a generous way to ensure that patient care can continue for years to come in your local community.

Get Involved

Call fundraising to talk to us about how you would like to get involved **01723 378406**. Visit our website at www.saintcatherines.org.uk



**This is how your support
could make a difference**

£20

pays for an in-patient's meals and refreshments for one day

£200

pays for a patient to attend one of our Day Hospices for one day

£1,000

pays for a community nurse team for one day

£3,000

pays for one in-patient unit bed for one week

£11,000

pays for the amount we need to raise to deliver all our services for one day





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