



ST MARGARET OF SCOTLAND HOSPICE



EDWINA BRADLEY DAY HOSPICE

Information for
Patients & Relatives

Direct Line: **0141 435 7005**
Out of Hours: 0141 435 7011 (Ward)
Reception: 0141 952 1141

Philosophy

Edwina Bradley Day Hospice provides access to Specialist Palliative Care support and advice as well as a range of services provided by the Hospice multi-disciplinary team. The team includes both Nursing and Medical staff, an Occupational Therapist, Physiotherapist, Social Worker, Counsellors, Chaplains and a variety of Therapists.

Aim of the Service

The aim of the Service is to be flexible and responsive to patient needs in order to enhance their independence and quality of life. The Service also aims to provide respite for patients' families and carers. This Service is available to patients living within the following postcodes - G3, G11, G12, G13, G14, G15, G60, G61, G62 and G81.

Mode of Referral

Referrals are accepted from Health/Social Care Professionals using the Hospice referral form, provided the patient has given consent and has Specialist Palliative Care needs. **Urgent referrals are accepted by telephone, followed by a referral form.** Where possible, contact is made with the patient within two working days of receipt of the referral and an appointment to attend is made within 10 working days. The patient's General Practitioner is informed of all referrals prior to contacting the patient, if from a different source.

Criteria for Referral

- The patient has Specialist Palliative Care Needs, and
- The patient is physically isolated/incapacitated due to illness or treatments
- The patient is emotionally isolated due to illness or treatments
- The patient is experiencing difficulty in adjusting to role changes, status/function within their family/society
- The family/carer who is caring for the patient with Specialist Palliative Care needs requires a period of respite

(Adapted from Cooper J (2000) Stepping into Palliative Care—A Handbook for Community Professionals)

Note - Patients need reasonable physical function to benefit from the range of services and activities available, also to use the Hospice Transport service if required

About the Service

Patients may access the services within the Edwina Bradley Day Hospice either as an Out Patient on an appointment system, or by attending one day a week.

During the first visit, an initial assessment of the patient's physical, psychological, social and spiritual needs is carried out by a member of the multi-disciplinary team. Both the patient and assessor identify problems or concerns and formulate a plan (achievable goals) to address these. The plan involves referral to appropriate professionals and/or therapies within the Edwina Bradley Day Hospice.

Discharge Policy

Six weeks after initial assessment, the patient is reviewed by a member of the multi-disciplinary team and the following options discussed:

- Further six weeks of treatment
- Follow up appointment six weeks later
- Discharge from the Service. The patient's General Practitioner is informed in writing. Re-admission to the Service is by self-referral if within six months of discharge date or referral from a Health/Social Care Professional
- Transfer to the Community Palliative Care Service for support (with the agreement of the patient and General Practitioner) if the patient has become too ill to continue attending the Day Hospice.

Medical Symptom Control Out Patient Clinic

Patients attending the Edwina Bradley Day Hospice may be reviewed at the Medical Symptom Control Out Patient Clinic for assessment and management of pain and distressing symptoms. The patient's General Practitioner is informed of the review by letter and of any proposed changes to medication and/or treatment.

How You Can Help Us Improve Our Service

We welcome comments regarding the service we provide and will use them to help improve our Service. If you have any comments or are unhappy with the Service, please let us know. We can put it right. In the first instance, please speak with the Edwina Bradley Day Hospice Manager, Sister Kate Nelson, to identify any areas in which she may be able to assist.

If your concern remains unresolved, please telephone or write to:

Director of Clinical Services
St Margaret of Scotland Hospice
East Barns Street
Clydebank
G81 1EG
Tel: 0141 435 7025

Should you complain, we will:

- Reply to your complaint within seven working days of receiving it
- Inform you if we cannot deal fully with your complaint within seven working days, explaining why and indicating when you may expect a full reply.

If you are not satisfied with the response to your complaint, you can telephone or write to the Hospice Administrator or Sister Rita, Chief Executive, at the address above.

We will regularly ask patients, relatives and carers what they think of our service by completing our user satisfaction questionnaire, and act on what they tell us.

Regulation of Care

If you are dissatisfied with the Edwina Bradley Day Hospice Service, you may complain directly to: Christine Hill, Executive Office Business Manager, Healthcare Improvement Scotland, Gyle Square, South Gyle Crescent, Edinburgh, EH12 9EB

Phone 0131 275 6000 (reception)

Email christine.hill2@nhs.net

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