



Edwina Bradley Day Hospice

Information for Patients and Families

St Margaret of Scotland Hospice, founded by the Sisters of Charity in 1950, is at the heart of the Community providing wholeness of care for both body and Spirit.

Hospice Chief Executive



Since 1950, the Hospice has offered compassion, dedicated commitment and excellent care to patients with advanced life-limiting illnesses and also to the older person with complex medical, nursing and End of Life needs.

In addition to inpatient services, the Hospice offers a wide range of facilities to the local and wider community including Out Patient Facilities, the Edwina Bradley Day Hospice, Community Palliative Care and Counselling/Bereavement Services.

There are many ways to contact the Hospice and I am always delighted to hear from any patients, relatives, friends or supporters. We try to create an atmosphere of warm, comfortable and pleasant surroundings. Should you require any help or assistance, I do regular rounds throughout the Hospice several times per day and will be delighted to help in any way I can.

Sister Rita
Chief Executive

Philosophy of Care

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.

The Team



Katy Paterson
Senior Physiotherapist/Manager



Morgan Toal
**Occupational
Therapist**



Lynsey Graham
**Senior
Physiotherapist**



Sr Veronica
**Day Hospice
Assistant**

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 of 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
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- 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. 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. If we cannot deal fully with your complaint within seven working days, we will inform you, 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 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 service in St Joseph's Ward, you may complain directly to Healthcare Improvement Scotland:

Tracy Birch - Programme Manager
Independent Healthcare
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB

Email: tracy.birch@nhs.net

Telephone: 0131 623 4701

Hospice Telephone Numbers

The main telephone number at the Hospice is:

0141 952 1141 (Reception)

However, there are direct lines to each of the wards, Edwina Bradley Day Hospice and other departments within the Hospice. You may find the following telephone numbers useful:

St Joseph's Ward	0141 435 7011
Mary Aikenhead Centre	0141 435 7007
Edwina Bradley Day Hospice	0141 435 7005
Fundraising	0141 435 7018
Administrator	0141 435 7002
Human Resources	0141 435 7001
Education Centre	0141 435 7017
Community Palliative Care	0141 435 7008
	0141 435 7009
	0141 435 7045
	0141 435 7048

You may also contact your relative directly at their bedside. Please ask the Ward Staff to provide you with the bedside telephone number.

You can also email the Hospice on
office@smh.org.uk