

Hospice at Home

From 11th April 2016 we will provide care for patients with life-limiting illness, who are experiencing difficulties, and who live in the High Peak and wish to be supported in the comfort of their own home

How does this service work?

We aim to give patients an alternative option to inpatient care and offer real choice. Health and social care professionals, patients and carers can refer using the contact numbers below.

When the referral is accepted we will ring the patient or carer each week to arrange care for the following week. Sits will be prioritised according to need. Our team of experienced health care assistants will, where needed, provide overnight sits from 10pm until 7am and 3 - hourly day sits at a time to suit. These sits will offer the chance for carers to have a night's sleep or to shop, undertake essential tasks, or just to relax. We will work closely with your primary care team e.g. your District Nurse and General Practitioner and others involved in your care. Blythe House staff will follow the District Nurse's care plans to ensure both safety and continuity of care.

What can I expect at a visit?

We respect that we are coming into your home as it is, please don't tidy up or change things. We are there to reassure and make a difficult situation easier. Blythe House carers offer nursing and emotional support to patients and their families. We give families the opportunity to be as involved as they wish in caring for their loved one, whilst recognising the importance of privacy and dignity at this very difficult time. You will be involved in the planning of care you receive from us at all times. Our carers will make regular, confidential reports to the Hospice at Home co-ordinator who will feed back relevant information to your GP/District Nurse/Community Matron. This is often important to maintain good control of any symptoms the patient may have. We are committed to providing a quality service and want to hear from you if you are not happy with any aspect of the care you receive. From time to time patients and/or carers will be asked to fill in a questionnaire to help us to improve the service we deliver.

Health and Safety

Blythe House carers wear a uniform and a name badge and carry photo identification which they will present to you before entering your home. They will make a pre-visit telephone call to confirm the time they expect to arrive and that there are no concerns. Access to the premises and handling property belonging to the patient will be at the consent of the patient or carer. In the event of an accident or incident in the patient's home the carer will assess the situation and contact the relevant services for assistance. Our carers are not permitted to leave the house for a break during their visit. This ensures that patient safety is not compromised. If we have to cancel a planned visit we will contact you and your District Nurse as soon as possible. We will make every effort to provide a replacement carer dependant on the patient's care needs.

Your medical information

The medical information you give us may be recorded on both paper and computer record. It may be shared with other medical professionals involved in your care. This information may be used for audit purposes, for training and education. We may use data to measure the quality of the care we give and to evidence our effectiveness. Blythe House is committed to data protection and aims to comply with current legislation.

How to request Hospice at Home

Referrals will be accepted from

Health and Social Care professionals
Relatives, carers and friends
Patients can refer themselves

Tel: 01298 813007 or 01298 811770

Fax: 01298 816513

E-mail: hospiceathome@blythehouse.co.uk

NHS: blythehouse@nhs.net