



## Hospice Care at Home FAQ

### **What is the Hospice Care at Home appeal all about?**

We know we must put more effort into growing our currently very small Community Team so that we can offer more of a choice for people to receive our specialist care in their own homes. The Hospice Care at Home appeal is asking everyone to recognise this desperate need in their town and to help us reach more patients and families in their own homes.

### **Why do you need to do it?**

We know that at least 70 people (patients and family) every day are missing out on getting specialist care where they want it – at home. Our vision is to expand our services so that our teams can provide this care and choice at home as well as at the Hospice.

### **What will the Hospice Care at Home team look like?**

The Hospice Care at Home team will eventually be made up of all hospice clinical specialists, including doctors, nurses, physiotherapists, occupational therapists, complementary therapists, social workers, patient welfare advisors, chaplains and counsellors.

We expect it will be mostly nurses at first to get the service up and running, but we will be able to add more and more hospice specialists as we grow the service and reach more homes.

### **Is the Hospice Care at Home team different from your current Community Team?**

Our current team of specialists visiting patients and families at home are excellent at providing information, support, advice and clinical care in people's homes, but we know we also need to be providing more 'hands-on' care and support, which is what we hope to achieve by developing a Hospice Care at Home team.

### **How big will the Hospice Care at Home team be?**

This will depend on how successful our appeal is – the more generous people are the bigger the team we can provide!

Based on our experience, we know that we really need to raise an additional £350,000 (at least) every year to provide a basic nursing service in people's homes – but the more we can raise, the more we can do!

### **When will the Hospice Care at Home team be set up?**

We are hoping that people in the towns we serve as their only adult hospice will really get behind the appeal so that we can introduce the new team from April 2011.

### **How do you know it will be successful?**

We carried out a pilot project from January to May 2009 when the In-Patient Unit had bed closures for a much-needed refurbishment, paid for by a grant from the Department of Health. This gave us the opportunity to try out a home-based service and get really useful patient feedback – which told us we needed to make this permanent!

During the pilot, we were able to support nearly 60 patients and their families in their own homes with almost 470 visits between 8am and 8pm, seven days a week. We had between four and five In-Patient Unit nurses working on the pilot who were able to respond very quickly to a change in a patient's condition and go into people's homes at very short notice.

We were able to avoid 34 hospital admissions during the time of the pilot, saving lots of distress and inconvenience for our patients and families. Because of the pilot, 95% of the patients who died during this time were able to die where they wanted to – at home.

We had to close the pilot project in order to re-open all of our beds on the In-Patient Unit after the refurbishment – so now we are looking for permanent funding for a Hospice Care at Home service.

### **How will it differ from other services like NHS Community Nurses, Macmillan and Marie Curie?**

Our Hospice Care at Home service is designed to work alongside and support other healthcare professionals working in palliative care in the community – there is more than enough work to go around! The trick is to work in partnership with them, being in constant communication with other teams the patient and family are seeing so we can be consistent in the care we provide.

### **Why isn't the NHS funding this important service?**

We receive less than 16% of our funding from the NHS (less than half the national average for hospices in the UK), which means we already have to raise over £10,000 a day to provide the services we currently offer. As we grow our services to include Hospice Care at Home this will only increase – which is why it is so important for people to understand the need for and support our appeal.

We work closely with the NHS to ensure we offer the best, co-ordinated care for patients and families, but sadly the local NHS is not yet able to provide any additional funding for this important development – or our current services.

### **You have started building, haven't you? What is the new building for and how is it being paid for?**

Yes, we have just started a long-awaited project to re-build a derelict part of the Hospice. The new building will consist of more out-patient appointment rooms (for patients and families coming to visit staff at the Hospice), more therapy space (for physiotherapy, occupational therapy and complementary therapy) and a base for our Hospice Care at Home team. It will also provide a more modern and better laid-out reception area and more meeting and training rooms. We simply do not have any more space in our current building to enable us to develop our services in the way we know we must if we are to keep up with patient demand for hospice care.

It is being funded in a variety of ways, all of which have been specifically allocated to this important project. For example, we have been applying to a number of grant making trusts for money to fund particular areas of the building work, and the Department of Health has given us a restricted grant (meaning we must use it for this purpose) for the reception refurbishment as part of this bigger project.

In addition, a number of our supporters have generously remembered the Hospice in their wills and we know that they would be pleased for us to be spending this one-off money in this one-off way to build for the long-term future of the Hospice.

But what we do need to raise is the money to bring the building to life with specialists carrying out this important work in people's homes – and this is why we need the Hospice Care at Home appeal.

### **How can I support the appeal?**

Whatever you feel moved by or inspired to do, please don't do nothing!

Our website is full of ideas for getting involved with the Hospice and the appeal, we're sure there's something to suit you perfectly.

Please do consider coming to Hospice to meet our teams too, it's the very best way to understand who we are and what we do, and we really do like visitors!

You could pick up a leaflet, go to one of our shops, phone us, write to us, send us a message on Facebook or follow us on Twitter...

A couple of ideas:

- Make a regular donation – a monthly donation of £3, £5 or £10 would make such a difference and really help with our planning for the future
- Make a one-off donation – however big or small, it will help us reach more people in their homes
- Gift Aid your donation to make it worth even more – at no cost to you!
- Come to one of our events – there's something for everyone! Some popular choices include our Strictly Ice Dancing show (Saturday 3 July at Guilford Spectrum) and our women-only midnight walk from Guildford to Farnham, Steps Under The Stars (Saturday 11 September)
- Drop off your unwanted bits and pieces to one of our Hospice shops – we always need good quality clothes, furniture and bric-a-brac
- Consider leaving a gift in your own will to build for the long term future of the Hospice, like those who have made it possible to start our new building for the Hospice Care at Home team

**Thank you for thinking of ways you can support our new appeal.**