



Living  
Well

for patients,  
carers and families



Hospice  
Care,  
everywhere!



# It's not about end of life – it's about *rest of life.*

**Our Living Well service is designed to help patients living with an advanced or terminal illness, and those closest to them, to manage the impact of their illness, cope with changes, improve wellbeing and remain as independent as possible.**

Our clinical nurse specialists and doctors may be the first point of contact that you have with us, which may be by phone, video or face-to-face visit.

Our Living Well team is made up of specialist palliative care professionals including doctors, nurses, rehabilitation assistants, physiotherapists, occupational therapists, complementary therapists, psychologists, counsellors, patient & family advisors, dietitians and chaplains who, together, promote physical, emotional and spiritual wellbeing. **They can assess your needs, offer advice on managing complex symptoms, provide physical and psychological care, and provide access to information and therapies, for you and your family or carer.**



We work closely with GPs, district nurses and other hospital health care professionals involved in your care to ensure **support is tailored to each individual's needs**, following an holistic assessment and jointly agreed goals. This may include helping patients to remain as mobile as possible, feel more in control, make choices about their current and future care, develop coping strategies to help manage the impact of their illness and help plan for the future.

**We support patients in their own homes, through phone calls and home visits, and at the Hospice and Beacon Centre, where we offer individual sessions and support groups.** These relaxed and friendly groups run over several weeks and cover a range of topics. We will monitor progress with each patient and, once the therapeutic outcomes have been achieved, they may be discharged from the Living Well service. However, if things change, we are here for them to turn to again, or can refer patients to our In-Patient Unit (IPU) or Hospice Care at Home end of life service.

# Two 8-week programmes *to help you live well*

In addition to support at home, we offer two programmes, run at both our **Hospice in Farnham and Beacon Centre in Guildford**. Both programmes are made up of eight weekly sessions, which are held on a rolling basis. Patients who are assessed and would benefit from our service will be invited to join at any time within the programme and still complete all eight sessions. Up to ten patients can attend each session and each person will follow the rolling programme, so you will be able to chat to and get to know each other over the course of the eight weeks.

## **The Living Well with Illness** programme

- **Hospice, Farnham** - Tuesday mornings
- **Beacon Centre, Guildford** - Tuesday afternoons

Sessions are two hours long, with an hour-long talk and discussion on that week's topic, and 30 minutes before and after this main session, when you will be able to see our doctors, nurses, therapists and Pastoral Care team, socialise with other patients and have some refreshments.

Each session covers a different topic and they all link with each other to form a comprehensive basis for supporting you as you live every day with your illness. They will also give you the opportunity to meet others and make new friends, share tips and advice, and receive individual care from our staff. It is therefore important that you attend every session, if you can, even if you don't think it's relevant to you. The eight sessions cover the following topics:





## Assessment and Introduction

An initial meeting to help us get to know you as a person, as well as to assess what matters to you and what concerns you and introduce you to the Living Well with illness programme.

## Introduction to Living Well and Rehabilitation

This session explores how the support we provide can help you to stay mobile and active, and enable you to continue living your daily life. We'll explain what you can expect from the Living Well with Illness programme and find out what things matter to you the most, so that we can set some realistic goals for you to work towards over the coming weeks.

## Managing your Mood

In this session we will discuss the various ways in which physical illness can affect your mood. We will help you to understand the emotions which you may experience as you adjust to your illness, and discuss strategies that can help you adapt and maximise your emotional wellbeing.



## Improving Sleep

In this session we will discuss normal and abnormal sleep patterns, and the impact of daily routines and circadian rhythms on your sleep. We look at how sleep can be affected by age and illness, discuss your expectations of sleep and sleep problems, and look at some simple changes and techniques which may help you to improve your sleep.



## Managing Fatigue

Fatigue is different from feeling tired. We look at why people can feel fatigued, and the difference between chronic and acute fatigue. We also discuss ways in which you can manage fatigue, conserve and improve your energy levels, and make the most of the energy that you do have.



## Remaining Active

This session highlights some of the benefits of keeping moving. With tips and advice, we'll help you manage breathlessness, remain active and stay motivated.



## Food and Nutrition

It's important to understand the role of nutrition and hydration on physical health and mental wellbeing. These sessions provide insight into the nutritional content of food, offering you dietary tips on mood, sleep, weight stabilisation and the management of symptoms which may affect your eating and drinking habits.

## Living with Illness

This session looks at the practical and emotional challenges that can be faced when trying to adjust to illness. We'll explore strategies and sources of support that can help you to make those adjustments and enhance your quality of life when living with a long-term illness.



# The Creative programme

- **Hospice, Farnham** - Wednesday afternoons
- **Beacon Centre, Guildford** - Wednesday mornings

Sessions are two hours long, with an hour-long talk and discussion on that week's topic, and 30 minutes before and after this main session, when you will be able to see our doctors, nurses, therapists and Pastoral Care team, socialise with other patients and have some refreshments.

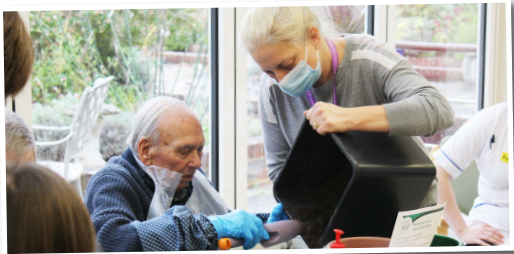
Each session covers a different topic and they all link with each other to form a comprehensive overview of creative therapy. They will also give you the opportunity to meet others and make new friends, share tips and advice, and receive individual care from our staff. It is therefore important that you attend every session, if you can, even if you don't think it's relevant to you. The eight sessions cover the following topics:

## Assessment and Introduction

An initial meeting to assess your needs and capabilities and introduce you to the Creative programme.

## Therapy Through Nature

This gardening session will focus on the therapeutic benefits of nature, and the physical and sensory skills that you will use to complete a gardening task, such as potting up a planter or creating a flower basket, for example. Engaging in this type of activity can give a wonderful sense of achievement, and an enjoyment of the hope and living legacy that nature gives us.



## Aromatherapy - Lotions and Potions

This workshop will give you an understanding of what Aromatherapy is, how it is used at Phyllis Tuckwell and the ways in which it can ease many of the symptoms that you may be experiencing. Using therapeutic essential oils in creams and nasal inhalers, we will make products which you can take home with you to help support your physical and emotional wellbeing.





## Positive “Moments in a Bottle”

In these sessions, you will be asked to recall positive

moments, which we will help you to record in words and pictures, so that you can create a visual record of them which you can look back on, to support your emotional wellbeing and lift your mood when you are feeling down or going through a challenging time.



## Soothe and Calm

The aim of this session is to discuss how complementary therapies and essential oils

can help various symptoms, such as insomnia, shortness of breath, anxiety and numbness in the hands or feet. We will finish with a guided relaxation.

## Tracks of your Years

Prior to this group you will be sent a letter, asking you for any songs or pieces of music which have significance for you or bring back memories. We will play everyone's songs in the group, and all will be invited to share why they chose these particular songs. The aim of this is to bring to mind forgotten memories through music.





## Mindfulness with Clay

Clay is a very tactile, soothing and therapeutic medium to work with, and is easy to make into simple sculptures. **Working with it can improve your mood, calm your anxiety and awaken your creativity.** Combined with mindfulness, which encourages you to focus on the present moment, it can help you to explore your creativity and improve your wellbeing.



## Confidence Through Cooking

At this session you will be able to take part in a cooking activity, regardless of your physical ability or previous knowledge. During the session you'll learn

practical ways in which you can continue to cook at home, and will be given a Take Home Bag. **The session will help boost confidence, and you'll be able to socialise with others in the group and talk about your past experiences of food.**



## Wellbeing Day and Assessment

At the end of each of the programmes, you will be invited to attend one of our Wellbeing Days, which are held on Fridays at the Hospice in Farnham from 11am - 3pm, and Beacon Centre in Guildford from 11am - 2.30pm. **Here you will be able to see other members of our multi-professional team as an outpatient. They can help you further with advice, including advance care planning, or medical concerns. You will also be offered complementary therapies and lunch.** Other patients from our Living Well sessions will also be there, and you have the opportunity to socialise with them during the day.

# Other ways to support you

In addition to our Living Well with Illness and Creative programmes, we also offer individual therapeutic sessions.

## Open door Coffee Mornings

Our drop-in coffee mornings are an opportunity for you to socialise with other patients and have some refreshments. They also offer a friendly and informal way for people who have not yet been referred to our care, to find out more about the services that we offer, meet some of the team, and see our Hospice and Beacon Centre buildings. They take place on the first Wednesday of every month, from 10-11.30am. There is no need to book – just drop in!

## Coffee and Chat

These monthly sessions are aimed at our younger patients, who may benefit from meeting and building friendships with other patients of a similar age. They take place monthly, on a Tuesday, from 1.30-3pm. Please speak to a member of the team if you are interested in coming along or would like to find out more.

## Breathlessness

A four-week programme to help you and your carer to learn gentle exercises and breathing techniques, and receive advice on relaxation techniques and psychological strategies.

## Getting Back to Exercise

This 8-week course is for patients who are keen to do more activity and would benefit from physiotherapy guidance to get started on the journey. It introduces a variety of ways to exercise and advice on keeping active, tailored to the individual.

## Adapted Seated Tai Chi

This practise involves a series of gently flowing movements, combined with breathing control. The aim is to promote mobility of the upper limbs, calm the mind and settle the breath.



## Seated Yoga

This is a gentler version of standing yoga, emphasising a more passive type of flexibility with the support of your chair. Combined with a guided meditation, this can help bring feelings of calm and wellbeing, connecting the body, mind and breath, to achieve balance and harmony.

## Guided Relaxation

A 30 minute session where you and your carer can learn techniques aimed to help you relax, focus and reduce any anxiety caused by your illness or treatment. Groups are currently run virtually on alternate Thursdays at 1.30pm, via Zoom.

## Pamper Days for Patients

Our pamper days offer patients relaxing complementary therapies such as massage and reflexology, and treatments such as manicures, pedicures and haircuts. They run from 11am - 3pm and include lunch.

We offer both ladies' and men's pamper days, and at the end of each session all who attended

are given a goodie bag to take home, containing items such as body lotions, shower gels and relaxation nasal inhalers. If you are interested in coming along to one of these wonderfully relaxing days, please speak to a member of the team.



## Pamper Days for Carers

As well as offering pamper days to our patients, we also offer them to our patients' carers, too. It can be hard looking after a loved one who is ill, and it's important for carers to take some time out for themselves.

Meeting others who are also caring for a loved one can provide important peer support and let carers know that they are not alone. At these pamper days, carers will be treated to relaxing complementary therapies such as massage and reflexology, treatments such as manicures, pedicures and haircuts, lunch, and a goodie bag to take home.

To find out more, please speak to a member of the team.

## Carers Group

Our carers programme offers advice and support to the carers of our patients, in an informal environment where they can meet other carers, share experiences and find peer support. The group meets virtually on Tuesday mornings, over seven weeks, and each week covers a different topic. These include subjects such as resources for carers, managing relationships, coping strategies, and what to expect when someone is dying. There are plenty of opportunities for carers to ask questions and share their thoughts, during the sessions.

## Art Therapy and ArtScape

Our ArtScape art group is held at the Hospice on Monday afternoons for two hours. One hour 1-2-1 art therapy sessions are also available on request.



## Memory Boxes

A memory box is a way of creating a legacy of who you are and what is important to you, for you to give to your loved ones. It can contain thoughts, souvenirs, photos, stories, and items which are special to you. Each memory box is unique to the individual who created it, and your memory box will be a lasting representation of you and your life, and how you would like to be remembered.

## Life Story Therapy

Some patients find it helps them to gain a new sense of purpose through telling another person the story of their life. We work with the Hospice Biographers charity to offer you the opportunity to tell your story to one of their specially trained volunteers. The biographer will record your 'audio-biography' and copy it to two USB sticks, for you to keep.

## Pastoral Care and Chaplaincy Support

If you would like to speak to someone from our Pastoral Care team or one of our Chaplains, we can arrange this for you. They can talk with you about matters that are important to you, or put you in touch with a local faith community if you would like. If you are a Christian and have not been able to attend church or receive Holy Communion recently, we can arrange this for you at the Hospice, before or after your Living Well Group.



## Letter Writing

Sometimes it's hard to tell our loved ones how we feel. There may be things which we would like to say to them, but we just can't find the right time, or the right words. And sometimes there are things we want to say which we really want them to remember, and to hold on to once we are no longer there to say them again.

Some of our patients choose to write letters to their loved ones, to tell them how much they care about them and to give them something to keep and treasure for years to come. If this is something you would like to do, a number of our staff have experience of helping patients to write letters. If you would like to, you can meet with one of them. They can discuss your thoughts with you and write down what you would like to say, and then type it up for you. If you are struggling to find the right words, they can help you with this, too.

*"I had no idea that you were there at the Hospice, or that there was someone who could help me do such an impossible task so well and so eloquently."* – one of our patients.



## Funeral Planning

If you have thoughts about your funeral, or questions about what might or might not be possible, our Pastoral Care team or Chaplains can help. They have experience of working with patients to discuss their ideas, and can also make a record of them so that they can be passed on to family or loved ones.

Bereavement care continues for families through our First Steps and Second Steps programmes.

**Please speak to a member of the Living Well team  
if you are interested in attending any of these sessions.**

# Open House (Phone for appointment)

We run Open House sessions on Fridays at the Hospice in Farnham and at the Beacon Centre in Guildford. **These sessions are open to anyone who would like to know more about our care, such as patients who have just been referred to us, or those who would like to find out how we support the relatives and carers of our patients.**



## Frequently Asked Questions

### **Who are the Living Well services for?**

Our Living Well services are designed to help patients who are living with an advanced or terminal illness, and those closest to them, to manage the impact of their illness, cope with changes and improve their wellbeing – so that they can get the most out of life.

### **Do you support carers too?**

Yes – you can find out more about the support we offer to the relatives and carers of our patients at our Open House sessions, or by asking a member of staff.

## How many of the sessions can I attend?

Our support is tailored to each individual's needs, and you will be advised as to which programmes are most appropriate and will be the most beneficial for you.

## How do patients get to the Beacon Centre or Hospice?

Both sites are accessible by public transport, but there is some parking available. Patients can be dropped off, or there are facilities for family members to enjoy refreshment. Some volunteer driver transport is available, but we have limited capacity, so please ask if this is required and we will try to help.

## Is my information kept confidential and secure?

So we can provide safe, seamless and co-ordinated care, your clinical information is shared between relevant health and social care professionals involved in your care, on a need-to-know basis. All information is kept securely, and treated confidentially and respectfully. You are entitled to state if you do not wish your information to be shared, but this may affect the care you receive. The Privacy Notice on our website contains further details on how your information is shared.



## How to contact us

Speak to your GP, district nursing or practice nursing team, who can refer you to our Advice & Referral Team, or phone for an appointment to our Open House sessions, to find out more about our services.

# For further information about our care services:



Visit our website  
[www.pth.org.uk](http://www.pth.org.uk)



Email us  
[info@pth.org.uk](mailto:info@pth.org.uk)



General information about our  
**Living Well service**  
01252 913040

Advice or to enquire about a referral  
01252 729440 (Advice & Referral Team)

## All services offered by Phyllis Tuckwell are free



As a charity we are dependent on the local community for their generosity and financial support. We usually only receive about 20% of our funding from the NHS/Government and therefore we have to raise over £25,000 a day to provide all our services. If you would like to make a donation, please ask a member of staff, or visit our website.

Thank you.

February 2023

**Large print version  
available on request.**

Living  
Well