



Living Well

Programme

for patients, carers and families



Hospice
Care,
everywhere!

Health & Wellbeing
Emotional - Physical - Social - Spiritual

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

Our Living Well services are 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.

The Living Well team is made up of specialist palliative care professionals including Physiotherapists, Occupational Therapists, Complementary Therapists, Psychologists, Counsellors, Social Workers, Welfare Advisors, Dietitians, Chaplains, Doctors, Nurses and Health Care Assistants, who together provide a range of medical and therapeutic services to promote physical, emotional and spiritual wellbeing.



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 and develop coping strategies to help manage their illness.

Our individual sessions and support groups run over several weeks in a relaxed and friendly environment, both at the Beacon Centre in Guildford and the Hospice in Farnham. We will monitor progress with the 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.



We recognise that it is important to support carers and families too. Some activities are for patients and carers to attend together, and others for carers only.

Phyllis Tuckwell will continue to support families during bereavement.



Referring patients to our Living Well team

Patients already under the care of Phyllis Tuckwell.

Patients not already under the care of Phyllis Tuckwell.

Patient or carer referred to the Living Well team, according to needs.

For advice and referrals
01252 729440
PTH.adviceandreferral@nhs.net

Patient or carer referred to Advice & Referral Team, or can self-refer to Open House sessions.

Holistic palliative care assessment completed and an individual programme agreed with patient or carer (see page 5).

Monitored through multi-disciplinary team to ensure patient goals are met.

Patient or carers discharged if therapeutic outcomes achieved, or further Living Well activities offered according to needs.



Living Well at the Beacon Centre



The relaxed and friendly atmosphere of our Beacon Centre in Guildford is the perfect setting for our Living Well activities, many of which are offered in our light and airy Therapies Room. Large windows and double doors open out onto a wheelchair accessible veranda and down to the lawns and flowers of our wonderful gardens, adding to the ambience of the setting. Exercise classes, culinary therapy sessions and other group activities take place here, with patients and carers benefitting from sharing experiences, concerns and friendship with each other.

Our qualified specialists, who set up and run each of the sessions, are always on hand to offer advice, guidance and support on a wide range of subjects, from physiotherapy to counselling and from benefits advice to spiritual support. Smaller rooms are available for individual, couple and family counselling sessions, as well as medical consultations, clinical treatment and spiritual support.



Living Well at the Hospice

Our Living Well sessions are also offered at the Hospice, and many of the group classes which we run take place in our specialised therapy room, where patients can use gym equipment such as our treadmill and cycling machine. Those with reduced mobility can also try out our range of household aids which can help them to make a cup of tea or practise getting in and out of the bath. Smaller rooms are available for individual meetings, medical appointments and clinical treatment, as well as counselling and spiritual support.

Our Living Well sessions are also available to patients who attend Day Hospice, which takes place in our light and airy Dove Lounge. Day Hospice offers patients tailored care and support from our multi-disciplinary team, during a specific time of need. This care and support is led by our nursing team who can advise on symptom management and refer patients to other teams within Phyllis Tuckwell, where appropriate.

The Dove Lounge is also the setting for some of our group Living Well sessions, such as Therapies through Nature, which are held next to the concertina glass doors that open out onto our patio and gardens, all of which are full wheelchair accessible, truly bringing the outside inside for our patients and their carers.



Living Well programme

A range of activities for patients and families to help improve physical and emotional wellbeing, manage their illness and get the most out of life. Sessions for individuals and groups are held at the Beacon Centre and the Hospice.

These are some common symptoms and concerns experienced by patients, which can be helped through our Living Well programme. An holistic assessment will take place to determine the best support, based on individual needs. Ongoing symptom management and review are integral to our service

PATIENT SYMPTOMS

Shortness of breath

Weakness or lack of energy

Pain, Nausea, Vomiting, Poor appetite, Constipation, Sore or dry mouth

Drowsiness

Poor mobility

The range of activities in our Living Well programme can help reduce patients' and carers' concerns and anxieties.

Have you been feeling anxious or worried about your illness or treatment?

Have any of your family or friends been anxious or worried about you?

Have you been feeling depressed?

Have you felt at peace?

Have you been able to share how you are feeling with your family or friends?

Have any practical matters resulting from your illness been addressed?

Have you had as much information as you wanted?

OVER THE PAST WEEK...

To find out more about the care we offer and receive advice on any aspect of our service.

- Open House at the Hospice and Beacon Centre including:
 - Dietary advice
 - Advance Care Planning
 - Will writing
 - Funeral planning
 - Benefits & Entitlements
 - Signposting to other services.

Movement Therapies

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Therapies designed to help with symptoms such as fatigue and poor mobility.

- Exercise Group.
- Staying Power.
- Improve your Balance.
- Adapted Tai Chi.
- Getting Back to Exercise.

Relaxation Therapies

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Therapies aimed at helping those who are experiencing breathlessness, stress or anxiety, low energy levels or having trouble sleeping.

- Managing Breathlessness.
- Learn to Relax.
- Guided Relaxation.
- A Good Night's Sleep.
- Holistic Therapies:
 - Soothing the Body.
 - Calming the Mind.
 - Lifting the Spirit.
 - Look Good Feel Better.

Emotional Therapies

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Therapies to enable participants to express their feelings and teach strategies to help them cope with the emotional impact of illness.

- Managing Stress & Anxiety
- Managing your Mood.
- Coping and Resilience.
- Reflecting on the Past.
- Recording your Memories.
- Mindfulness.

Creative Therapies

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Therapies to enable participants to explore their creative side and find an outlet for their feelings.

- Brush with Art.
- Creative Writing.
- Therapy through Creativity.
- Culinary Therapy.
- Therapies through Nature.

Family & Carer

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We support families and carers, enabling them to find time and space for themselves and learn practical ways of coping with being a carer.

- Carer Support Group.
- Carers' Clinic.
- Seasonal Family Events.
- Access to Information & Support, including therapies and support for children.

This support continues into bereavement (see page 19).

Information & Support Programme

Activities for anyone to find out more about the care we offer.



Open House at the Hospice and Beacon Centre

Our Open House sessions run every Tuesday between 2pm - 4pm at the Hospice, and every Friday between 10am - 12pm at the Beacon Centre. They are perfect for anyone who would like to find out more about the care and services which we offer, perhaps if they have just been referred to PTHC or have a relative who has started receiving our care. Open House also provides an important link for patients who have been discharged from Day Hospice but would like to keep in touch.

Advice

Advice includes a range of subjects, such as:

- guidance on dietary issues,
- help with writing an Advance Care Plan, to understand preferences and wishes and set out the type of care that you would like to receive before you become too unwell to make such decisions,
- information on legal issues such as making a Will, Lasting Power of Attorney and Guardianship,
- information about planning a funeral, including the different types of funerals which you can choose from
- benefits & entitlements - an opportunity to talk to our welfare advisor about accessing things such as benefits, disabled car badges, carelines and support at home
- signposting - we can give you details of the services which you can access to help you with practical, physical and emotional matters.



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.



Can carers come too?

Yes - many of our activities are appropriate for both patients and their carers or family members.



How many of the sessions can they attend?

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



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

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.



How long does each session last?

Different sessions vary in length but most last between 1-2 hours.



Therapy Programme

All of these Living Well activities have a therapeutic benefit and are designed to help with specific symptoms. Although many of the activities have more than one benefit for patients, we have grouped them into four types based on their primary purpose: Movement, Relaxation, Emotional and Creative. Some of these activities are designed solely for our patients, while others are appropriate for both patients and their carers or family members too.

1 Movement Therapies

Therapies designed to help with symptoms such as fatigue and poor mobility.

Exercise Group

These weekly physiotherapy-led exercise groups are held at both the Hospice and the Beacon Centre. They are suitable for patients who are independently mobile, and who can follow instructions and engage with their own fitness programme. After a warm-up, patients complete circuit-type exercises which are tailored to their individual needs, and are supported in this by a PTHC Physiotherapist and volunteer staff.



Staying Power

For patients and carers who are suffering from fatigue or reduced energy levels, or have conditions or treatments which are likely to cause fatigue. Attendees must be able to participate in group discussions, during which they will learn what fatigue is, be taught principles and techniques to manage low energy levels, and practice relaxation techniques to replenish energy. Carers benefit from applying techniques to their own energy levels and by understanding patients' fatigue, and can attend with the patient they care for or separately.



Improve your Balance

For mobile patients who are at risk of falling or who need to improve their balance, this six-week programme includes strengthening exercises, techniques on how to prevent a fall and advice on home safety.



Adapted Tai Chi

This four-week course gives patients and carers an introduction to seated Tai Chi. Through slow, gentle movements, as well as meditation, visualisation and mindfulness, patients and their carers can find a sense of tranquillity which can help them cope with everyday life.



Getting Back to Exercise

This eight-week physiotherapy-led exercise course is designed for patients who are keen to get back into regular exercise. It aims to increase confidence and promote regular activity. Patients are given an assessment before joining the group, and then follow an individually-tailored exercise programme both in the sessions and at home. Advice on relevant topics - such as diet and nutrition, maximising energy levels, and relaxation - is also included.

2 Relaxation Therapies

Therapies aimed at helping those who are experiencing breathlessness, stress or anxiety, low energy levels or having trouble sleeping.

Managing Breathlessness

This four-week course is aimed at patients and carers who are struggling to manage breathlessness. It includes gentle exercise and teaches breathing techniques. Advice is also given on relaxation techniques and psychological strategies, helping patients to maximise their independence and improve their quality of life.



Learn to Relax

Introducing the benefits of relaxation, this course teaches patients and carers different techniques to help relieve tension. A different relaxation technique will be focussed on at each session and participants will learn about how relaxation can help manage anxiety, boost energy levels and aid sleep.

A Good Night's Sleep

Suitable for patients and carers who are struggling to sleep well, these sessions teach participants about normal sleep and sleep patterns, and enable them to try some self-help techniques to improve their sleep efficiency, as well as practising relaxation techniques specifically designed to aid sleep.



Holistic Therapies

These group sessions are suitable for patients wishing to learn more about Complementary Therapies and how they can use them at home. Focusing on the body, mind and spirit, and using aromatherapy oils, our Complementary Therapists can make creams, lotions and aromasticks to help manage patients' physical and emotional symptoms, such as anxiety, stress, panic, insomnia, nausea and shortness of breath. They can also teach patients and carers massage techniques to help with aches and pains, skin health and constipation. The therapies offered include meditation, relaxation, beauty therapy and hand massage using reflexology points, all of which will leave patients feeling calm and uplifted, restoring balance physically, emotionally and spiritually - soothing the holistic body.

Holistic Therapy sessions include:

- Soothing the Body,
- Calming the Mind,
- Lifting the Spirit,
- Look Good Feel Better.



Guided Relaxation

For patients and carers, this emotionally uplifting introduction to relaxation explores how we can move into the positive area of the brain to help reduce anxiety, relieve stress, and increase feelings of peacefulness and positive thinking. The sessions end with a guided relaxation.

3 Emotional Therapies

These therapies enable participants to express their feelings and learn strategies to help them cope with the emotional impact of illness.

Managing Stress & Anxiety

This course looks at stress & anxiety and in response to living with a long-term physical illness. It is run by a Psychologist and Counsellor, and is suitable for patients who are able to engage in group discussions and would like to learn strategies for coping with these emotional challenges.



Managing your Mood

This therapeutic group is aimed at helping you manage feelings and behaviours associated with stress and anxiety in response to living with an advanced or terminal illness. It is run by a Psychologist and Counsellor, and is suitable for patients who are able to engage in group discussions and would like to learn strategies for coping with these emotional challenges.



Coping and Resilience

Using a combination of Cognitive Behavioural Therapy, Mindfulness and Counselling, patients in these workshops are helped to develop coping strategies for building resilience to reduce emotional distress and enhance their abilities to cope with ongoing treatment, symptoms, changes in physical ability/body image, and relationships. These sessions are run in partnership with 'Talk Plus'.





Reflecting on the Past

Both patients and carers are welcome at this group session which focuses on reminiscence, a naturally occurring mental process which we all engage in. By looking back, we can remember all that we have been and all that we have accomplished, and from this we can establish a sense of identity.

Recording your Memories

Working with the Hospice Biographers charity, we offer patients the opportunity to record their life story and messages for loved ones onto a device which they can keep or give to their family or friends. The recording is done by specially trained volunteers who help patients get the best therapeutic benefit from the process.

Coping with a terminal illness can leave people feeling confused and isolated, and telling their story can aid the healing process, as well as creating special memories for loved ones to treasure.



Mindfulness

These sessions give patients and carers an opportunity to pause and find time for themselves. It can be helpful for people who are experiencing emotional issues and enables improved coping strategies and resilience.



4 Creative Therapies

Therapies to enable participants to explore their creative side and find an outlet for their feelings.

Brush with Art

This informal group offers patients and carers the opportunity to rediscover their creativity through painting, drawing and collage. It creates a positive environment where participants can de-stress and forget about their health problems for a while, and its social focus emphasises fun and relaxation.



Creative Writing

These sessions help patients capture treasured moments from their lives in a poem or short piece of prose. These moments could be the memory of a special person or place, an evocative smell, or a few lines remembered from a song. The sessions help those participating to generate creative ideas which will inspire their confidence and provide a welcome distraction from their illness, or that of the loved one whom they are caring for.

Therapy through Creativity

These emotionally-focused creative sessions provide an opportunity for patients and carers to explore self-expression and feelings through a variety of arts- and crafts-based activities.

Groups offer a safe and nurturing space for reflection, where participants can connect with one another and share experiences. The sessions offer a restorative environment where both patients and carers report an increased sense of wellbeing, and a reduction in stress, tension and isolation.



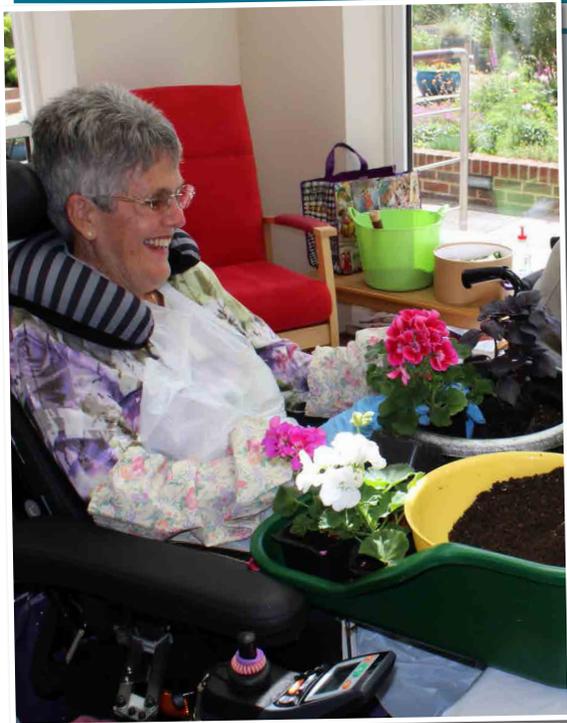
Culinary Therapy

Suitable for patients who would benefit from improved focus, restoration of role and confidence building, these sessions help develop social skills in a practical setting. Benefits include reduced levels of stress and anxiety, improved self-esteem and increased confidence in cooking skills. The sessions also help to maintain hand function and give patients a sense of achievement. Activities will be adapted where possible for disabilities and extra support will be given to enable success.



Therapies through Nature

Suitable for patients and carers who are comfortable in a group setting, these sessions are designed to help restore energy levels and improve quality of life. Table-top workshops enable participants to create flower baskets, planters and herb gardens, for example, which can then be taken home or given to a loved one. Research has shown that gardening, or even simply spending time surrounded by nature, can reduce stress levels and improve wellbeing. As well as offering these proven benefits, these sessions also give patients the opportunity to join in with an activity which they used to enjoy before they became ill. No experience of gardening is necessary to join this group, and patients can take part at any stage of their illness.



Family & Carer Programme

We support families and carers, enabling them to find time and space for themselves and learn practical ways of coping with being a carer.

Carer Support Group

These fortnightly sessions run continuously throughout the year and are aimed at individuals who are caring for a patient who has an advanced or terminal illness.

Each session lasts for two hours and is facilitated by a healthcare professional, with guest speaker sessions. They offer constructive support to help carers find some time and space for themselves, understand how caring for someone can affect their own personal wellbeing, and learn practical ways of coping with being a carer. Sessions include a discussion around planned topics such as:

- relaxation
- anxiety and stress management
- guilt
- communication, including assertiveness
- understanding financial entitlements
- dietary advice
- looking after your back and assisting safely
- acknowledging carer fatigue.



Carers can also access relevant advice and information, and can discuss their situation with others. They are welcome to share their own personal experiences of caring in order to add to the general discussion, but will not be asked to share anything which they do not feel comfortable with.

Carers' Clinic

Our Carers' Clinics are held on alternate Wednesdays and Thursdays at the Hospice. We offer a range of complementary therapies which can help aid relaxation and wellbeing, improve sleep, lower stress and anxiety levels, and ease muscular aches and pains. These include; Relaxing Massage, Indian Head Massage, Natural Lift Facial Massage and Energy Healing.



Seasonal Family Events

These sessions, during the main school holidays, are suitable for patients and families who would benefit from the opportunity for the family to do or create something together, and enjoy peer-group support in their situation.

It enables families to feel supported and know that they are not alone.

Example stand-alone sessions include cooking, gardening, or craft, where patients and their children or grandchildren can create something together that the family can go on to enjoy, to strengthen family bonds, give a sense of achievement and build lasting memories.

Further information

Support for children

Coming to terms with the illness and death of a loved one can be an overwhelming experience for adults and children alike. Children may struggle with uncertainties and fears which they can find difficult to cope with and hard to talk about.

This is where our dedicated child and family support team can help. We work with parents and schools to help them understand and support the child or children in their care. Sessions with a Phyllis Tuckwell Counsellor or Psychologist can help children and families to discuss their feelings in a safe and supportive space, and we also work with teachers to help them understand what the child may be experiencing and learn how to support them at school.



Therapies

Many of our Living Well activities are aimed at both patients and their carers or family members to attend together. Some offer help and advice with managing symptoms such as anxiety or fatigue, others offer a creative outlet for the feelings and emotions which can build when living with an advanced or terminal illness. Please see the list of activities for guidance on those which are appropriate for carers and relatives to attend.

Access to Information & Support

There is a whole programme of support and information for carers and families available within our Information & Support Programme (see page 7). As well as providing information and practical advice, we ensure families are supported both physically and emotionally. Activities for guidance on those which are appropriate for carers and relatives to attend.



Bereavement

Programme

Our Bereavement programme is designed to support those whose loved ones have died under the care of Phyllis Tuckwell. We offer a range of sessions for individuals and groups to help you through this difficult time, which cover topics such as reacting to loss, facing grief and learning to cope.

Counselling

Grief is a difficult and painful experience. It is not uncommon for the initial very raw and overwhelming emotions to last for three to six months. If they do not lessen after this amount of time, or if indeed they worsen, bereavement counselling may help.

We offer an initial set of six counselling sessions to the bereaved relatives of our patients, with a trained member of our team. These sessions offer a safe and confidential space, free from judgement and criticism, where individuals will be listened to and supported in a caring and empathic environment.

first STEPS

First Steps

Offered to those in the first stages of bereavement, this small group is organised and facilitated by one of our Counsellors and a volunteer. It helps individuals to understand the emotions that they may be experiencing and identify what may help them. Six sessions are offered, held fortnightly on a Thursday morning at the Hospice.

Second Steps

This group is aimed at those who are further along in their grief journey, as well as for those who have attended 'First Steps' but still feel that they need a little more help. It runs over four sessions, held fortnightly at the Hospice on a Thursday morning.

second STEPS

Coffee Mornings

Our informal, social Coffee Mornings are held twice a month at Squire's Garden Centre in Badshot Lea. There is no need to book – just come along. Contact the team for more information.

Breeze

This 'drop-in' session takes place every six weeks on a Sunday, at the same time as Little Rays, and is held in our comfortable and informal Dove Lounge. It is an opportunity for bereaved lone parents to meet others who are also trying to manage the challenge of being a single parent due to the loss of their partner.



Facing the First Christmas

We understand how difficult the first festive season can be following the death of a loved one. We invite bereaved relatives to a special event which we hold before Christmas, where they can remember their loved one and reflect on their time together, as well as leaving a message on our Christmas tree and joining in with some carols.



A Time to Remember

Six months after their loved one has died, bereaved relatives will be invited to join us at the Hospice for this short service of remembrance. A PTHC Chaplain will read the names of those who have died and individuals have an opportunity to light a candle in remembrance.

Light up a Life

Every year, just before Christmas, we hold our Light up a Life service, to remember those who have died and celebrate their lives. This poignant service takes place in the Hospice grounds, where friends, relatives and staff congregate around a large Christmas tree, whose lights represent the lives of those who have died.



Remembrance Book

For some relatives it can be a comfort to have a connection with the Hospice as part of their grieving process.

There is a Remembrance Book at the Hospice, that relatives or friends can request the name of their loved one to be written, and they can come to the Hospice at any time to see it.

Memory Tree

Our beautiful metal tree sculpture stands in a quiet area of the Hospice gardens. Along its branches curl 300 thin hooks, from which delicate leaves can be hung, each dedicated by family or friends to the memory of a loved one.

For a donation of £100 or more, families and friends can have the leaf engraved with the name of their loved one. The leaf will then be displayed on the Tree for twelve months, after which it will be placed in a presentation box and given to the person who bought it. Each month, a small ceremony will be held to place all newly-named leaves on the tree.



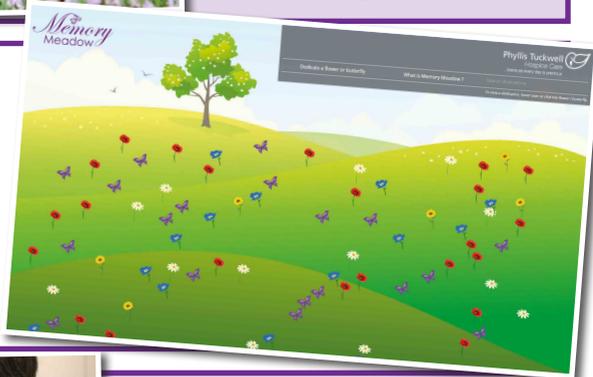


Memory Meadow

This annual event takes place at Memory Meadow – a special area situated in Guildford’s Stoke Park. The Meadow stands as a stunning floral tribute dedicated to the memory of loved ones who are no longer with us, but are never forgotten. Its colourful mix of beautiful flowers blooms every spring, as a reminder of those dear to us, and it is open to anyone wishing to spend some quiet time remembering their loved one.

Online Memory Meadow

We have created a colourful meadow online, full of flowers and butterflies, each placed in memory of a loved one who has died. As the meadow is virtual it is constantly in bloom, and anyone who wishes to can make a donation to PTHC and add a flower or butterfly in memory of a loved one.



Tribute Funds

Tribute Funds are a unique and positive way to remember a loved one. The Fund will carry their name and stand as a lasting memorial to their life, whilst the money in it will go towards helping us to support and care for more patients and families living with an advanced or terminal illness. The Tribute Fund can remain open for contributions for as long as the family want.

Supporting Bereaved Children



Little Rays

Held at the Hospice every six weeks, our Little Rays group takes place on a Sunday, at the same time as our Breeze group for bereaved lone parents. It is aimed at primary school aged children who have been affected by the death of a loved one. Run by a group of Counsellors and volunteers, all of whom have experience of working with children, the sessions provide a supportive environment for the children to explore their thoughts and feelings of loss through craft, play and storytelling. The children are taught a range of emotional skills or 'tools' to help them manage and cope with their loss, and once they have learnt these skills they can use them in daily life. Children are encouraged to attend as many sessions as they find beneficial.

Storm

Our Storm group is facilitated by experienced, qualified Counsellors and volunteers, and is aimed at young people of secondary school and sixth form age. Sessions are based around an activity or event, such as paintballing or trampolining, and are therefore held at various different venues depending on the activity. The objective of the group is to provide a safe space where young people can develop peer relationships, where feelings of isolation and 'being the only one' are dispelled, and where they feel that they can talk about and share their own experiences with those in a similar situation, whether within the group or away from the group environment. We know that through talking about and sharing feelings of sorrow, as well as memories of that special person, help us to develop ways of coping, and through this hope and happiness for the present and future can be realised. However, at no point do we ask questions or encourage these young people to talk about or share anything – they are welcome to do so, but only if they choose to themselves.



For further information about our care services:

Drop in to one of our open sessions.



Phyllis Tuckwell Hospice
Tuesdays 2 – 4pm

The Beacon Centre
Fridays 10am - 12pm



Visit our website
www.pth.org.uk



Email us
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 only receive 20% of our funding from the NHS/ Government and therefore we have to raise over £20,000 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.

Living
Well