



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, Health Care 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.

Referring patients to our Living Well team



Patients recognised by GPs/hospital/ NHS needing palliative care at home and through outpatient appointments.



Patient or carer reviewed by the Living Well team.

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



Holistic palliative care assessment completed and appropriate plan of care agreed with patient or carer.



Support at home and/or through outpatient appointments and groups.



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.



Patient referred to IPU or Hospice Care at Home for end of life care.



Bereavement care continues for families

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** - 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 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:



1 Assessment and Introduction

what concerns you and introduce you to the Living Well with illness programme.

2 The Story of Me

This session helps us to get to know you as a person. Understanding what matters to you will enhance our holistic care, help you to recognise the resources that you already have and highlight what extra support you need. You will only be invited to share the information that you are comfortable with.

3 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.



4 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.



5 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.

6 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.



7 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.



8 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.



The Creative programme

- **Hospice, Farnham** - Tuesday mornings
- **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:

1 Assessment and Introduction

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

2 The Story of Me

This session helps us to get to know you as a person. Understanding what matters to you will enhance our holistic care, help you to recognise the resources that you already have and highlight what extra support you need. You will only be invited to share the information that you are comfortable with.

3 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.



4 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.

5 Reminiscence

In the Reminiscence group we use images, sounds, smells and tastes to stir up memories. **Remembering things from the past can bring us joy and laughter, and help us to manage and cope with life today.**

6 Aromatherapy - Lotions and Potions

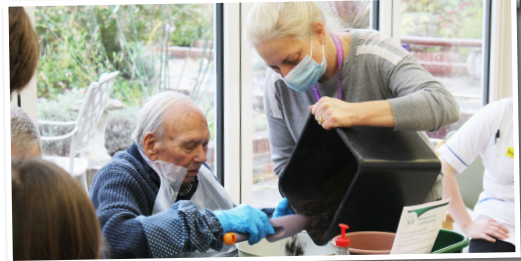
This workshop will give you an understanding of what Aromatherapy is, how it is used at Phyllis Tuckwell and the ways in which it can ease many of the symptoms that you may be experiencing.

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.



7 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.**



8 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.

Exercise & Movement

This eight-week programme is held at the Hospice on Wednesday mornings. We also offer eight weekly 1-2-1 sessions to patients who need additional support.

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.

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.

Art Therapy and ArtScape

1-2-1 art therapy sessions at the Hospice on Monday mornings, and our ArtScape art group is held at the Hospice on Monday afternoons.

Carers Group

Find some time and peace for yourself and learn practical ways of coping with being a carer.

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

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.**



During the Covid pandemic, please phone ahead to make an appointment.



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 long does each session last?

Our Living Well with Illness, Creative, and Exercise & Movement sessions are each two hours long, with an hour long talk and discussion, and a 30 minute session either side of this when patients can speak to our Clinical and Pastoral Care teams, socialise with other patients and enjoy some refreshments. Our Art Therapy sessions are 50 minutes long, and our ArtScape sessions are two hours long. Our Wellbeing Days start at 11am and finish at 3pm at the Hospice in Farnham, and start at 11am and finish at 2.30pm at the Beacon Centre in Guildford.

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



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 £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.

March 2022

**Large print version
available on request.**

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