

Information for Patients

Kilbryde Hospice is a registered charity which provides support to patients throughout South Lanarkshire affected by life limiting illnesses



Kilbryde Hospice
McGuinness Way
East Kilbride
G75 8GJ

Phone: 01355 202020

info@kilbrydehospice.org.uk

www.kilbrydehospice.org.uk

Registered Scottish charity: 032424



It is vitally important that we can communicate with all patients and carers in a way that will be clear and easy for them to understand. If patients/carers are visually impaired or whose first language is not English then this leaflet can be produced in braille format or translated into a language that they understand.

Available on request from 01355 202020 or info@kilbrydehospice.org.uk

We take complaints about our services seriously and deal with them in confidence. We use the information to try to improve our services to prevent the same issues happening again.

We welcome comments, compliments and complaints on any of our services. Please contact us:

- by emailing info@kilbrydehospice.org.uk
- by filling in the comments and complaints form in person at Kilbryde Hospice
- by phoning 01355 202020
- in writing sending a letter to Kilbryde Hospice, McGuinness Way, Hairmyres, East Kilbride, G75 8GJ

What is hospice care?

A hospice is not just a building. It is a way of caring for people. Hospice care aims to improve the lives of people who have a progressive life limiting illness. We aim to deliver care to people who have a deteriorating condition and preserve their quality of life. The highest value is put on respect, dignity and choice.

We not only take care of physical needs, we consider emotional, spiritual and social needs, and we also support family, carers and close friends, both during the illness and bereavement.

Who will look after me and talk to me about my care?

This will vary depending on your medical condition, current circumstances and what you want. Kilbryde hospice will provide part of that care alongside your GP, community nurse, specialist nurse, social worker or hospital team who have information on our referral criteria.

What services do Kilbryde Hospice provide?

Care @ Home Project

Kilbryde Hospice in partnership with Haven and St Andrew's Hospice offer hospice care at home with regular contact by specialist nurses to address the emotional and psychological needs of patients and carers. This service is for patients who cannot access the hospice due to ill health. This service is in conjunction with the GPs and other health and social care services.

Day Services

Patients attending Day Services will be assessed weekly and care will be planned in conjunction with their GP and extended nursing team. We hold three whole day sessions 1000-1500 (Tues- Thurs) and two days where services can be selected to meet each individual patient's needs. Referral to this service is via your GP, specialist nurse or hospital consultant. Care will be given over varying lengths of time depending on your needs. When you no longer need our services you will be discharged but will receive ongoing support from your GP, community nurse or hospital team.

Drop In

Drop-in services aims to support any patients with life limiting illness, their carers and family members to manage symptoms, to improve confidence and improve quality of life. We hope to have specific group Drop In sessions and we will give news of this in the coming months. Our staff and volunteers will be on hand in the Drop In area to welcome you Monday to Friday 10 am - 4 pm. Café opening soon! Just Drop In - no need to book.

In-patient Unit

Our Inpatient unit will be opening in 2016 and will cater for patients requiring care which is not improving at home or in hospital. A short admission to the ward gives the team an opportunity to observe symptoms and the effects of treatments with the aim of improving quality of life. As well as symptom management some patients may be admitted for end of life care.

Transport

Where patients don't have their own transport or public transport is impractical then Kilbryde Hospice has a limited resource for volunteer transport. We encourage patients to utilise MyBus, friends and family for lifts as transport to Day Services cannot always be guaranteed.

Staff

Our nursing staff have training in palliative care and work closely with all external healthcare and social care professionals to ensure that patients receive a seamless service.

Therapeutic Care

Our wide range of therapies include complementary therapies such as Reflexology, Aromatherapy and Massage together with Creative Therapies in particular Music therapy and counselling.