



# DAY SERVICES



## **KILBRYDE HOSPICE**

Information for Patients, Families & Carers

## What is the role of Day Services?

Day Services is based within the main building at Kilbryde Hospice. It provides specialist palliative care for people with life limiting illnesses. The role of the team is to ensure all people receive high quality care and support with any physical, psychological, spiritual or social issues they are finding challenging.

A unique part of Day Services is the opportunity to meet others in a similar situation, gaining support and guidance from one another.

<b>Our role is to enable people to have the best quality of life by -</b>
Listening to you, your family and your carers' concerns about your illness.
Assessing any symptoms that are problematic, providing care and support and making suggestions as to how these can be improved.
Giving you the opportunity to discuss your care, what is important to you and what your future wishes are.
Coordinate and deliver your care with other Kilbryde Hospice care staff, as well as other community and hospital services.

## Who will care for me?

A team of experienced nurses and other healthcare professionals deliver a holistic approach to your care. Your GP continues to provide your medical support. If you need to see a doctor whilst attending the Day Services we will, with your permission, contact your GP and make appropriate arrangements.

## What happens at Day Services?

You will be assessed by a specialist nurse to identify and discuss your concerns. Together we will agree on what support you need and plan your care. You can decide which activities you would like to participate in whilst you are attending the Day Services.

## AVAILABLE AT DAY SERVICES

Have advice and support from your nurse.	Chat with other patients
Talk to a member of our Spiritual Care Team	Receive complementary therapies
Participate in activities such as music, arts, crafts or gardening	Visit our hairdresser
Discuss your future wishes and concerns	Or just relax, have a cuppa in our wonderful Kafe and chat with friends

### When and where Day Services is open?

Day Services staff are available Tuesday to Friday, and can be located in the Kilbride Hospice building, McGuinness Way, East Kilbride, G75 8GJ.

### How long can I attend Day Services?

This will depend on your needs. Most people attend once a week for approximately 12 weeks. The day starts at 10:00 and finishes at 15:00. After 12 weeks, any additional requirements will be fully discussed with you and your family.

### Are you able to help me with transport?

If you can travel independently to the Hospice there is disabled parking available. You can also travel by Mybus, Lanarkshire Cancer Care or public transport. Our Volunteer Drivers may be able to help with transport. Please discuss this with Day Services staff. All of the transport arrangements can be discussed with you and your family.

### What if I want to come to Day Services?

If you are not currently receiving support, you can discuss attending Day Services with your doctor, nurse or any other healthcare professional involved in your care who can make a referral on your behalf.

*Kilbride Hospice has a Zero Tolerance approach to aggression and violence towards its patrons, volunteers and staff. We ask that you treat everyone using our service, our staff and volunteers with*

We are committed to providing a safe and secure environment for all.

## About Kilbryde Hospice

Kilbryde Hospice is a voluntary independent hospice which exists to provide specialist palliative care to patients with life limiting progressive illnesses and to their relatives and carers. Services provided by Kilbryde Hospice are available to those people with palliative care needs. The service is provided free and does not discriminate on the basis of race, colour, faith, national origin, disability, sexual orientation, age or financial means.

## We would like to hear from you!

We take all compliments, comments and complaints about our service seriously and deal with them in confidence. Kilbryde Hospice welcomes feedback on any of our services which can be submitted by post, or on our website.

[www.kilbrydehospice.org.uk](http://www.kilbrydehospice.org.uk) or by Email: [info@kilbrydehospice.org.uk](mailto:info@kilbrydehospice.org.uk)

## Contact Us

Kilbryde Hospice  
McGuinness Way  
East Kilbride  
G75 8GJ

01355 202020

Registered Scottish Charity No. 032424

Registered Company No. SC224366

Should you feel that your complaint has not been resolved by Kilbryde Hospice, you may contact Healthcare Improvement Scotland regarding services delivered within Kilbryde Hospice or within a person's own home.

**Healthcare Improvement Scotland**, Gyle Square, 1 South Gyle Crescent, Edinburgh EH12 9EB, Telephone 0131 623 4300

[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

Kilbryde Hospice aims to communicate effectively with all patients and carers. This document is available in braille format for those who are visually impaired. A translated version is also available for those whose first language is not English.

To facilitate this service, please call 01355 202020, or Email your request to [info@kilbrydehospice.org.uk](mailto:info@kilbrydehospice.org.uk)