

## How We Do It

- On average we provide end of life care to about 100 people every year, plus their families and carers and all who are important to them. This represents around 9,000 hours of service delivery annually. In addition, we conduct more than 400 appointments for bereavement support.
- To meet this demand we will need to raise at least £660,000 in the coming year and will receive just 6% of this from the NHS. The rest we have to find from donations, fundraising and legacies.

## Ways to Donate

- On-line, visit our website: [www.hospicecare-nn.org.uk](http://www.hospicecare-nn.org.uk) and follow the link.
- Your Mobile phone: Text 'HAPP14 £amount' to 70070. JustTextGiving is a free service and the amount you donate with appear on your telephone bill.
- Leave a Legacy to HospiceCare.
- Call into the office and complete a form, or see a member of staff at any of our fundraising events.
- Telephone the office and speak to a member of staff, who will be happy to assist you.



Clinical Team

### HospiceCare - Alnwick - Castleside House

40 Narrowgate, Alnwick NE66 1JQ

Telephone: 01665 606 515

**Monday to Friday 8.30am – 4.30pm**

*Out of hours, please leave a message and someone will get back to you as quickly as they can.*



### HospiceCare - Berwick - Hazel Marsden House

Violet Terrace, Berwick-upon-Tweed TD15 1LU

Clinical Telephone: 01289 309 997

**Please ring to arrange an appointment/meeting**

*Out of hours, please leave a message and someone will get back to you as quickly as they can.*

Charity Shop Telephone: 01289 332 290



The North Northumberland Hospice is a company limited by guarantee.  
Registered office: 40, Narrowgate, Alnwick, Northumberland, NE66 1JQ  
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- Hospice at Home
- Care for Carers
- Bereavement Support
- Drop Ins
- Dementia End of Life Care

For more information please contact The HospiceCare Team on

**01665 606 515**

or email [enquiries@hospicecare-nn.org.uk](mailto:enquiries@hospicecare-nn.org.uk)

Patron: Lady Joicey

[www.hospicecare-nn.org.uk](http://www.hospicecare-nn.org.uk)

## What We Do



Sue Gilbertson  
Clinical Manager

**HospiceCare**, established in 1995, is the main provider of palliative care in North Northumberland. We support adults who have a life-limiting illness, such as Cancer, Heart Failure, Lung and Heart disease, Motor Neurone disease, and Parkinson disease as well as their families and carers. We also provide end of life/specialist palliative care through an Admiral Nurse to people living with a Dementia diagnosis. (Admiral Nurses are specialist dementia nurses who work with and support families and carers of people with dementia.

**HospiceCare is the only palliative care charity in North Northumberland providing this service.**

**HospiceCare** is a community nurse-led service, with partnerships working with the Primary Health Care Teams, Social Services, Hospitals and other voluntary organisations.

**Although we work closely with the above agencies, we receive no financial support from National charities such as Macmillan and Marie Curie.**

## How to Access our Services

- Talk to your GP, District Nurse, Social Worker or Macmillan Nurse. Alternatively you can ring us directly and speak to one of our clinical team who will be happy to advise you.
- We deliver our **FREE OF CHARGE** services 365 days year, day or night.

## Hospice at Home

- We provide care and support for people who wish to be looked after in their own home rather than in hospital.
- We provide support for families and carers by 'giving them a break', whether it's day or night... planned or in a crisis situation.
- We provide a team of skilled and experienced nursing assistants who can work flexibly day or night to fit in with your needs.
- We provide arrangements for a rapid discharge from hospital to your home.
- We provide end of life care.
- No previous contact with HospiceCare is necessary.
- We provide complementary therapies for patients and carers at home or in the two buildings - Alnwick and Berwick.
- We provide a volunteer support service.

## Drop Ins

- Our Drop-In sessions at Alnwick and Berwick provide information and support for patients, families and carers in a relaxed and friendly environment.
- Individual appointments can be arranged to speak to a member of the clinical team for emotional support, guidance or advice.
- Transport provided if necessary.
- Assists patients and carers in maintaining a sense of well-being and a better quality of life.

## Caring for Carers

- We can help you at any stage of your loved ones illness even if you have had no previous contact with us.
- We can offer you emotional support, advice and guidance as well as complementary therapies.
- We don't need to know the person that you are caring for.

## Bereavement Support

- Our Bereavement Support volunteers are specially trained and very skilled in offering a Bereavement Listening service.
- No previous contact necessary, support for as long as it's needed either in your own home, at the hospice, or by telephone.

## Complementary Therapies

- Various treatments such as aromatherapy massage and reflexology are available to all patients, carers and their families to access either at our Drop In sessions, or at home during the week.

## Lymphoedema Management

- Lymphoedema Support is offered for palliative Lymphoedema and is delivered by a Lymphoedema Nurse Specialist.
- Home visits or at the Hospice.
- One-to-one advice and support.

**All our services are confidential, FREE of charge, and you do not need a GP referral - 01665 606 515**