

**Hospice at Home Team deliver care  
and support 365 days a year  
day or night.**

To speak to any of the HospiceCare Nursing Team please telephone  
**01665 606 515.**

Office opening hours are Monday - Friday, 8:30am - 4:30pm.

For out of hours please speak to your GP, District Nurse  
or Social Services who can contact us directly.



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t: **01665 606 515** e: [enquiries@hospicecare-nn.org.uk](mailto:enquiries@hospicecare-nn.org.uk)

**How can Hospice at Home  
help me and my family?**



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

Patron: Lady Joicey

Charity Number 1103635/SC039481

## What is Hospice at Home?

HospiceCare is not about the building, but more about the way we provide and deliver your care and support. HospiceCare is all about dignity, comfort and quality of life whilst respecting your wishes and if your wish is to be cared for at home then we aim to look after you and your family in a way which is meaningful and most important to you. Essentially, we bring the Hospice to you and help to care for you in your familiar surroundings with your loved ones, any time day or night.

## Why should I use Hospice at Home?

Many people feel frightened or worried about the word 'Hospice' as it immediately makes people think about death and dying. A sad and upsetting thought, but nevertheless the one certainty in life we know about.

At first, you may be hesitant to invite a Hospice nurse into your home, however people are often pleasantly surprised by the kindness, help, support and advice offered by the Hospice nurses and care team. Talking about death and dying is something most people, understandably, feel uncomfortable to do, but it can be helpful not only to share the sadness, but to let your family and those caring for you know what your wishes and preferences are. Talking about dying does not make it happen any faster!

## What will the Hospice at Home trained nurses, carers and volunteers do?

The Hospice trained nurse will discuss any problems, worries or fears which are of most concern to you and your family. After these discussions a care plan will then be put in place to meet the needs expressed and identified by you and your family.

[Hospice at Home](#) care delivery is tailored to suit your needs so we depend on you to share with us what it is that would be the most helpful. It does not matter what time of day or night your preferred care and support is required as it is all about you and your family!

The Hospice carers, who are all experienced with additional skill and knowledge in caring for someone with an illness such as yours, can stay overnight if needed and they will stay awake to care for you whilst your family have some sleep and rest. Depending on the level of care and support you and your family need, we may introduce a volunteer to you. The volunteer has training and support from the Hospice trained nurses and can stay with you for a few hours if your family need to go out or need some time for themselves. The Hospice trained nurse will regularly reassess your changing needs and can increase or decrease the intensity of care provided as necessary.

## How do I access the Hospice at Home service?

You can ask your district nurse, GP, Macmillan nurse or Care Manager from social services to make a referral for you.

Alternatively, you can refer yourself. Once the referral is received we will telephone you to arrange a visit by a Hospice trained nurse at a convenient time to you and your family.

## I already have daily carers?

The [Hospice at Home](#) service is often in addition to your current care which may be being provided from social services. Any care which the Hospice provides is based on the question 'what care and support can we help with which will make a difference to you and your family?'

## Will my District Nurse and Macmillan Nurse continue to visit me?

Yes! [Hospice at Home](#) is one piece of the 'jigsaw' which makes up your team who provide and deliver your care and support. We work very closely with district nurses, Macmillan nurses, GP's and social services using a shared care approach, but you are always welcome to contact us directly to see what support we have available for you. Don't be afraid to ask as the Hospice is here for you and your family!

## How much does it cost?

Our services are free, however small or great our Involvement may be.

## Do I need to provide anything?

No. We fit in around you, however we do ask that if one of the Hospice carers is staying overnight with you that they have somewhere warm and comfortable to sit with soft lighting. It is your decision whether you would prefer the carer to be in the same room as you or be nearby. Most of the Hospice carers will bring their own refreshments, but may need access to a kettle for a hot drink.

## I am worried about how my illness is affecting those close to me?

HospiceCare is also for your family and on-going emotional support is provided to whoever needs it and continues throughout the bereavement period if they wish. The Hospice will always be here for your family as our 'door never closes.'