

# About the Hospice and its services

For everyone to matter in life and death



*because  
you matter*

**St Nicholas**  
Hospice Care

A Registered Charity No. 287773

**For an alternative format or  
language, please contact;**  
[enquiries@stnh.org.uk](mailto:enquiries@stnh.org.uk)

**St Nicholas** Hospice Care provides professional support and clinical care for people, and their families, facing dying, caring and grief.

Our highly trained and dedicated team of staff and volunteers support people and families in their own homes, in care homes or wherever they feel safe, to make living with dying better.

*We realise that sometimes it's the small things that are the important things.*

We work with other healthcare professionals in the community to offer a support service. We will always look to go that extra mile for our patients and their families.

The Hospice has been supporting people in West Suffolk and Thetford since 1984. We are an **independent local charity** reliant on voluntary income sources to fund our services. Approximately 25 per cent of our income comes from our NHS commissioning group, with the rest made up of multiple streams, including our lottery, retail, fundraising, donations, grants and legacies.

## Equipping the community

We also aim to improve end-of-life skills and knowledge within local communities, organisations and care providers. Raising public awareness for all age groups about dying and bereavement.

We want to encourage people to talk about death and dying, to make plans and discuss wishes and fears.

We educate others about our work and work to dispel some myths around hospice care and what we do.



# An **overview of** some of our **services**

**St Nicholas** Hospice Care offers everything from practical help to specialist care.

On any given day, clinical staff or volunteers could be listening to a patient over a cup of tea or giving emotional support to the family.

## **Most of our support is provided at home**

If given a choice where they would like to receive care, most people would say in the comfort of their own home, surrounded by the people and pets they know.

One of our primary aims is to make this happen, wherever possible. Hospice staff can:

- Give advice on the relief of pain and symptoms;
- Offer practical advice and emotional support;
- Liaise with other services which may be able to help with a person's care;
- Offer hands-on and medical care;
- Offer help with making difficult decisions.

## **Community Nursing Team**

**Our nurses visit patients and families wherever they call home. They provide ongoing advice and support as a combination of visits and phone calls which often include a lot of family involvement.**

The team help manage complex problems and concerns that are important to people, which may be physical, psychological and spiritual in nature.

We work in partnership with the NHS to improve quality of life and to help people cope with the impact of illness and treatment. There is an emphasis on a coordinated approach between the Hospice, hospital and community services to promote seamless support for patients and families.

The team supports patients, families, and carers to ensure people can remain in their own homes by providing education to carers and working closely with the West Suffolk Hospital's Early Intervention Teams to try and avoid unnecessary admission to hospital.





## Our Inpatient Unit: Sylvan Ward

**Sylvan Ward is a bedded unit that provides a peaceful environment for patients to receive 24-hour dedicated and personalised care.**

It combines high-quality nursing and medical care with psychological and emotional support, physiotherapy and occupational therapy to provide patients with holistic care. Sylvan Ward has no set visiting times. All the bed spaces overlook the beautiful garden. Where possible, we look to create memorable moments. We have hosted pizza nights, visits from pets, and weddings.

Most patients are cared for on the Sylvan Ward for one to two weeks. The main aim of our clinical staff is to enable patients to return home or to a preferred place of care.



People come into Sylvan Ward to:

- Manage symptoms that are complex and have been difficult to control at home;
- Help people adapt to changes so that they can go back home;
- Provide care at the end of life when it is not possible to die at home.

## Psychological support for you and your family

**St Nicholas Hospice Care offers psychological support to people in our care nearing the end of life, those struggling to cope with their loved one's illness and specialist bereavement services for adults and children.**

We provide space to talk things through at any stage of illness, diagnosis or treatment. We offer assistance in helping relatives and offer in-depth psychological support.

## Bereavement support

We support individuals, families and children who live in West Suffolk and Thetford, no matter how they are bereaved. We provide telephone support and advice, written information, and counselling.

## For younger people and children

Nicky's Way supports young people between 5-18 years of age who have been bereaved through long-term illness, accidents, suicide and sudden death.

Nicky's Way provides bereavement support both individually and in groups in the community, in schools and in the Hospice.

Nicky's Way also supports parents and those caring for and supporting bereaved children. Referrals can be made by the Hospice, GPs, schools, school nurses or directly by a child or parent.

## Spiritual Care and Chaplaincy Team

**Our Spiritual Care and Chaplaincy Team is here to support people in our care and those who are important to them.**

The team is committed to supporting spiritual, religious and pastoral needs both in the Hospice building and in the community.



The team offers support and a listening ear, as well as arranging remembrance services and offering sacramental support. The team can help with practical issues such as planning funerals, officiating at funerals, and liaising with other faith ministers.

## Hospice Neighbours

**Hospice Neighbours is a community-based and volunteer-led project that provides practical support and valued companionship to people and their families.**



We understand that when you are living with dying, the world doesn't stop.

Hospice Neighbours may be able to help by:

- Visiting for a cup of tea offering companionship and a listening ear;
- Providing practical support;
- Helping you to stay connected to your friends, family and the community;
- Directing you to important support services which may help you.



**Palliative Care Consultants and Doctors**  
The Hospice has a medical team. This comprises Consultants, Senior Specialist Doctors employed by the Hospice, and NHS Doctors in training.

All the Doctors work with patients in their own homes and on the Hospice's ward. The Hospice doctors provide palliative medicine input to West Suffolk Hospital. They also support education of staff in the Hospice and other healthcare professionals working throughout the region.

### **Independent Living Team**

**Our specialist therapy team works within the Hospice and in the community, and aims to help people remain as active and independent as possible.**

We offer advice around everyday activities, exercise, positioning, equipment and environment. We also offer non-pharmacological input for symptoms such as breathlessness, pain and fatigue.

We offer short term therapy and work with the NHS Community Occupational Therapists, Physiotherapists and Rehab Assistants to provide advice and support.



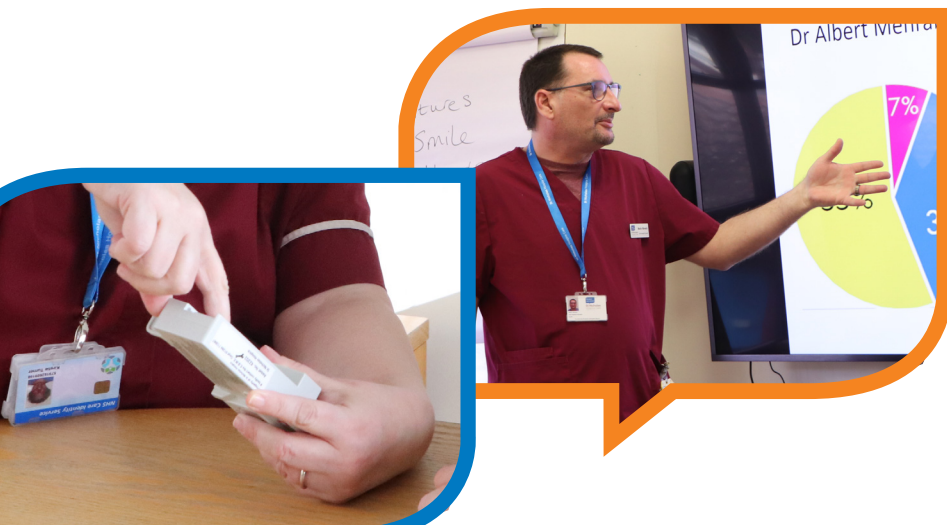


## Education

Our sessions can be created for teams and services to enable our community to support people in their care towards the end of life.

Our Education Team offers:

- Practical sessions on a variety of topics that support care in the community and see us share specialist expertise and knowledge;
- Courses that equip people to have and start difficult conversations, discussions around advanced care planning and conversations around DNACPR (do not attempt cardiopulmonary resuscitation);
- Support with conversations around loss, compassion fatigue and emotional resilience.



## Dispelling the myths

- ✘ **Hospices are just about dying**  
Once maybe, but certainly not anymore. Hospices help people and their families to live with dying, whether in a hospice or, more often, within their own homes. They help people to make the most of every moment.
- ✘ **Hospices are only for cancer patients**  
Hospice care is for people with all kinds of illnesses. These can include cancer, multiple sclerosis, motor neurone disease, Parkinson's, and heart and lung diseases.
- ✘ **Hospice care is too expensive or exclusive**  
Hospice care is free for every patient.
- ✘ **We are mainly funded by the government**  
We receive about a quarter of our annual running costs from the government. The rest of the money has to be found through fundraising, donations and legacies.
- ✘ **Hospice Care is only for old people**  
Support is available to all of the family before and during the illness and after death. The Hospice also offers a bereavement service.

# Your local charity

**As a registered charity, the Hospice provides its services entirely free to all those who need its help and support.**

Besides our statutory NHS funding, we need to raise more than £12,000 each day from the community to support the running of Hospice services. The figure of funding we receive changes, but it is between 20-25 per cent, which is why support from our community is so vital to us.

There are several ways you can help us achieve this:

## Retail therapy

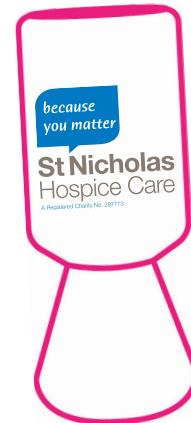
**Who doesn't love a bargain?** Our stores are full of fabulous finds and what's more, shopping second-hand is good for the environment too. But if shopping is not your thing, you can still support our stores by donating your unwanted clothes, bric-a-brac and furniture. Or, if you have a couple of hours to spare occasionally, why not volunteer?



## Attend an event

**Raising money doesn't have to be boring.** We organise multiple events throughout the year,

including Girls Night Out, our sponsored walk around Bury St Edmunds, and The Edge, a cycle challenge of varying distances through the beautiful Suffolk countryside. Or if you prefer something exhilarating, we organise a Skydive day. It's not all adrenaline, though. In the summer months, a whole host of blooming beautiful gardens open their gates for us during Open Garden events, and we have other events throughout the year too.



There's always something happening to get involved with, to find out more visit: [www.stnicholashospice.org.uk/events](http://www.stnicholashospice.org.uk/events)

## Fundraise

**If you want to get more involved, you could organise your own event.** We can help you with ideas and event materials, that will make your event a big success.

For more information contact the Fundraising Team at: [fundraising@stnh.org.uk](mailto:fundraising@stnh.org.uk) or call **01284 766133**

## Donate

Make either a one-off donation or become a Friend of St Nic's. Making a donation to the Hospice in memory of a loved one couldn't be easier, the quickest and safest way is via our website: [www.stnicholashospice.org.uk/donate](http://www.stnicholashospice.org.uk/donate)





# Hospice **Advice line**

Call our 24/7 advice line for health care professionals and families if you need support with symptom management and end of life care.

**enquiries@stnh.org.uk**  
**www.stnicholashospice.org.uk**

**01284 766133**

## Your Experience **Survey**

We want to develop our services in response to feedback; please consider filling out our survey which is available online or can be requested in paper form.

**www.stnicholashospice.org.uk**  
**/your-experience-survey**



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