


# Hospice care services

Our aim is for everyone to have the very best experiences in the final chapters of their life



*because  
you matter*

*because  
you matter*

**St Nicholas  
Hospice Care**

A Registered Charity No. 287773



**Need to talk?**

01284 766133

[stnicholashospicecare.org.uk](http://stnicholashospicecare.org.uk)

# An introduction to St Nicholas Hospice Care

**St Nicholas** Hospice Care provides professional support and clinical care for people, and their families, facing long-term and life-threatening illnesses.

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 serving the communities of West Suffolk and Thetford for more than 30 years and it continues to be an integral part of the local community.



# Our services in West Suffolk and Thetford



# An overview of some of our services

**St Nicholas** Hospice Care can offer everything from a soothing head massage to specialist clinical care.

On any given day, clinical staff or volunteers could be listening to a patient over a cup of tea, or giving some emotional support to the family. Most of our support is given to people in their own homes.

## Support in the community

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.

*Given a choice most people would prefer to stay at home.*

Hospice staff can:

- Give advice on the relief of pain and symptoms (in conjunction with the patient's doctor)
- Offer practical advice and emotional support to patients, their family and carers
- 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



## Testimony:

*“Your wonderful service in the community is outstanding and without which, having my mum home here wouldn't have happened.”*

## Outpatient sessions, groups and activities at The Orchard Centre and Haverhill Hub

### The Orchard Centre

The Orchard Centre, at the Hospice site, provides support, care and activities for day patients and their families. The friendly and relaxing atmosphere gives patients a chance to get practical help and advice for managing their symptoms and the challenges associated with their illness. The centre is open to all during our Open House drop-in sessions, held every Friday (not including Bank Holidays) from 10am-noon.

Other services include groups for issues such as managing fatigue and breathlessness, and our Headstart programme for people experiencing hair loss is also available.

Day therapy support gives people the chance to meet and talk to others living with illnesses in a tranquil setting, facilitated by our nurses. A variety of activities, such as learning relaxation techniques and a range of arts and crafts therapies, are also offered.

### Haverhill Hub

The Haverhill Hub is the Hospice's first outreach centre. The Hub offers a place where local people can drop in to get advice or information as well as find out about hospice care. There is a small café and there are various groups and activities running for patients and their families.



## **Our inpatient unit: Sylvan Ward**

Sylvan Ward provides 24 hour dedicated and specialised care. The ward has four single rooms and two single-sexed bays which can accommodate up to four patients. All the bed spaces overlook the beautiful garden.

Patients and their relatives are cared for by a multi-disciplinary team consisting of a consultant, doctors, nurses, physiotherapists, occupational therapists, psychologists, family support workers, complementary therapists and a chaplain who all work on the ward.

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 as soon as possible.



## Support for you and your family

Our Family Support Service is provided by psychological specialists, counsellors, social workers and specially trained and supervised volunteers.

We offer:

- A confidential counselling and psychological support service for adults and children
- A bereavement service for adults and children (Nicky's Way)
- Support for carers
- An independent social work service
- An information centre
- Help with money matters
- A chaplaincy support service
- Advising other professionals you or your family might be in touch with, for example teachers or social care staff

Some people find they only need brief contact with the service and carry on with the support of family or friends, while others may stay in contact for a longer period.

### Nicky's Way: Bereavement service for young people



We also offer an award-winning programme for bereaved children and young people, regardless of whether the person they have lost was known to the Hospice. Lasting for six weeks, the group includes a range of activities, together with a support group for adults. The programme gives the child information that helps them to make sense of any questions they may have, as well as offering companionship and a safe place to express how they are feeling.

Outside of the programme, children and families may be seen individually for bereavement support.



## We can also support by:

- Sharing information with you and giving advice on all aspects of care, from diagnosis through to advanced illness. There is an information centre at the Hospice
- Offering emotional support to patients, families, carers and children
- Helping people to maximise their quality of life through rehabilitation
- Advising on relief of pain and other symptoms
- Liaising and acting as an advocate with other organisations which may be able to help

Our care is delivered by a dedicated, skilled multi-disciplinary team, supported by trained volunteers and accomplished administrative staff, and tailored to individual needs.



We offer a **24 hour telephone advice line**

**01284 766133**

for all patients and family members as well as healthcare professionals including general practitioners, district nurses and carers.

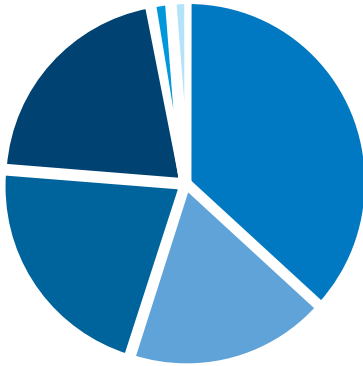
# Volunteers

The Hospice simply could not exist without the support of its dedicated team of more than 700 volunteers. Our volunteers help in all aspects of the Hospice, from serving meals on the ward, to working in our shops, or keeping our gardens beautiful.

Our **Hospice Neighbours** Service is another way for people to help others in their own communities by offering companionship and practical support. Hospice Neighbours help out with tasks such as walking the dog and picking up prescriptions or simply providing company for a patient or carer. More information about the scheme, and how you can be involved is available on our website or by emailing [volunteersdept@stnh.org.uk](mailto:volunteersdept@stnh.org.uk).



# Volunteering roles



- 245** in retail
- 104** in clinical services
- 126** in Hospice Neighbours
- 131** in fundraising and support services
- 8** as Trustees
- 10** as Associates

For volunteering opportunities please visit

[www.stnicholashospicecare.org.uk](http://www.stnicholashospicecare.org.uk)



**The Queen's Award**  
for Hospice  
Neighbours

# Education

Our aim is 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.

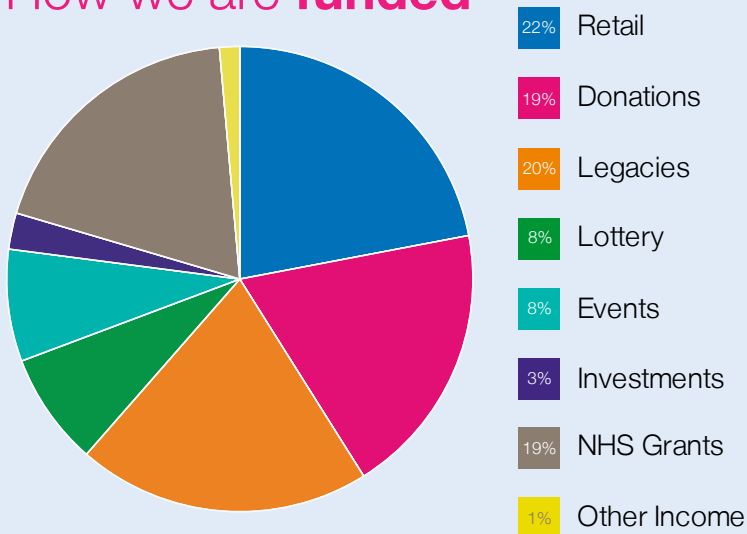
We want to encourage people to talk about death and dying, to make plans and discuss wishes and fears.

Research is a significant part of hospice work and will help to ensure the care and work of our Hospice is effective and can influence the work of others. Educating others about our work and dispelling some of the myths around hospice care and what we do.

## Your local charity

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

### How we are funded



# 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 terminally ill cancer patients

Hospice care is for people with all kinds of illnesses. These can include cancer and the advanced stages of 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, regardless of wealth or background.



## St Nicholas Hospice Care is 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. In total, we have to find £11,000 every single day of every single year to provide the right type of care for our patients.



## St Nicholas Hospice Care only cares 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 to children in the area, even if they have not had any connection to the Hospice.

### *Did you know?*

Half of all people who are admitted to a Hospice are discharged and go home.\*



# Get in touch

If you have any further questions about St Nicholas Hospice Care, please get in touch:

**01284 766133**

**enquiries@stnh.org.uk**

**www.stnicholashospicecare.org.uk**



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## St Nicholas Hospice Care

Hardwick Lane, Bury St Edmunds,  
Suffolk IP33 2QY  
01284 766133

## Haverhill Hub

Camps Road, Haverhill, Suffolk CB9 8HB  
01440 848260

## Donations Centre

Unit 4A & B Chapel Pond Hill, Bury St Edmunds,  
Suffolk IP32 7HT  
01284 747622



*because  
you matter*

This leaflet is available in different formats upon request.  
Please contact the Marketing and Communications  
Department for further information on 01284 766133.

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