

## About Nottinghamshire Hospice

Our aim is to add life to days for people who have been told their illness cannot be cured. We support people who are thought to be in the last year of their life to live as actively and well as possible with care that puts the highest value on dignity, choice and respect.

We offer compassionate nursing care to help meet physical needs, social support to help tackle loneliness or isolation, and counselling to support mental health needs.

Nottinghamshire Hospice is committed to equality, diversity, and inclusion, in all aspects of our work and practice. We will not accept discrimination in any form.

Contact us to find out more about this service and how we can help you.

**Nottinghamshire Hospice**  
384 Woodborough Road  
Nottingham  
NG3 4JF

**Tel: 0115 962 1222**  
**[www.nottshospice.org](http://www.nottshospice.org)**

We value your feedback and see comments or complaints as an opportunity to improve and put things right.

Nottinghamshire Hospice is a registered Charity (Charity No. 509759)



Nottinghamshire  
Hospice

# Hospice in Your Home

Care where it matters. Together we're adding life to days.

To see our privacy policies, head to [www.nottshospice.org/privacy-policy](http://www.nottshospice.org/privacy-policy)





## Welcome to Nottinghamshire Hospice

Our dedicated palliative nursing team are here to care for you and your family in your own home, during the day and night. Our aim is to provide high quality, round-the-clock care and support to you and your carers to enable you to remain in your home. This might be through overnight or daytime shifts or shorter visits during the day or night.

We have registered nurses and experienced palliative care assistants who are there to support you as needed. We prioritise our care to those that are the most poorly and those who may not have available carers. This means that we don't book shifts a long time in advance so we can be as responsive as possible. If you need to talk to us about anything to do with your care needs, please contact the Hospice administrators to discuss this on 0115 962 1222.

We hope you'll find being cared for by our team a reassuring and supportive experience; the very best in palliative care in your home.

**Nottinghamshire Hospice Care Team**

**0115 962 1222**

**info@nottshospice.org**

## Registered Nurses

Our registered nurses provide patients with physical and emotional support. They work closely with individuals and their care team to coordinate care, offer advice and manage symptoms. Nurses help patients maintain independence, comfort and quality of life and can signpost to other specialist services if needed.

**“I felt very supported knowing she was in such capable and caring hands overnight”**

Registered nurses are also able to give any anticipatory medicines, complete dressings and administer tube feeds as required. This minimises delays in patients receiving care and supports the District Nurse Service.

## Palliative Care Assistants

Our palliative care assistants are experienced in providing physical and emotional support. They can offer advice when needed and contact the district nurses if you need additional care that is beyond their role. They cannot administer medications but can prompt or assist and perform simple dressings. Our teams offer shorter visits during the day or night to provide practical support including help with personal care, anxiety and continence care.

## Administrators

Led by a registered nurse, our administrators work from 8am-6pm weekdays and 9am-5pm weekends. Outside of these times, calls go directly to a Registered Nurse or experienced Palliative Care Assistant. We ensure all our patients and their families have the correct information when care is booked. This includes letting you know which staff member is attending and when. They take all the referrals to our services and liaise with community teams about the care needs of the patients.

The administrators process all requests for care and are on hand to answer your queries, they'll explain all our services and arrange the most appropriate service for you - either a visit or a shift. Please call them with any queries you may have at **0115 962 1222**.



**What to expect when we visit for a day or night shift**

We know that having someone new coming into your home can be a daunting experience.

All our staff wear a uniform and clean sensible shoes and will always carry an identity badge.

If a member of staff is coming for an extended period overnight, we will phone you in advance to introduce the service, to check you are expecting our visit and to check if there are any special arrangements for access and parking.

Our staff member will need a comfortable chair to sit on plus a lamp or light at night and access to the kettle and toilet. You do not need to provide food for them. Our staff expect to work in a smoke free environment.

We'll care for you and support you, allowing your carer, friends or family to take a break.

**Please ask for further information on our other services including Wellbeing sessions and Bereavement Support.**