

Caring for you

and the people close to you



**How the Marie Curie Hospice,
Liverpool, can support you
and your family**





The Marie Curie Hospice, Liverpool, provides expert care and support in a friendly, welcoming environment. All our services are free of charge, thanks to our generous supporters.

We will help you to have the best possible quality of life, whether that's by helping relieve your symptoms, providing emotional support for you and your loved ones, or advising you on practical issues.

While some people we care for will stay at our hospice, many others visit us just for the day for all kinds of therapies, support and activities including:

- complementary therapies such as aromatherapy and massage
- gentle exercise and advice about coping with tiredness, stress or anxiety
- emotional and practical support from our social workers and young person's counsellor
- specialist programmes to manage breathing difficulties
- outpatient clinics for expert advice from our team of specialists.

This booklet has information about the Marie Curie Hospice, Liverpool, and the ways in which we can help you and your family.

If you want to know more, please contact the hospice to arrange a visit. We'd be happy to show you around and talk to you about what we do and how we can help.

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“Nothing was too much trouble, no concern a trivial one and they even took the time to have a hairdresser do Mum’s hair and got her nails painted to help her feel her old self.”

Daniel, whose mother was cared for at Marie Curie Hospice, Liverpool

How do I get care at this hospice?

If you or a loved one is living with a terminal illness and would like to receive care and support at our hospice, please contact your District Nurse, GP or hospital consultant.

When you arrive at the hospice

Katie Hyams/Marie Curie



When you first arrive at the hospice, you'll be greeted by our friendly team. You'll be able to discuss how you feel and what you need from us with one of our doctors or nurses.

Our hospice team is very experienced in controlling pain and relieving other symptoms. This means we can make sure any immediate difficulties you're having, such as pain, tiredness or breathlessness, are addressed as soon as possible.

If you're staying with us, our nurses will co-ordinate your care throughout your stay and will be the main point of contact for you and your family.

Support from our expert team

Whether you come to the hospice for day services or to stay, we have a full team of professionals on hand to help you.

Physiotherapy

Physiotherapy can help you to move around and stay as active and independent as possible.

This type of therapy may involve strengthening your muscles to help you to walk, or exercises to reduce shortness of breath.

Working with you, our physiotherapist will design a programme for you and arrange any equipment you need to help you get around.

Occupational therapy

Occupational therapy can help you maintain and manage everyday activities.

Our occupational therapists will find out which activities are important to you. They'll then work with you to find ways that you can do them or adapt them according to your ability.

Patient and family support

Our experienced social workers can provide emotional support and practical advice to help you, your family and friends. This includes information on services and benefits that can help you and the people close to you. Our team can discuss your wishes and plan for your future care. Where possible they will help you directly, or otherwise they'll put you in contact with people who can provide the support you need. We also have a young person's counsellor who holds sessions for children, young people and families to help them before, and through, bereavement.

Spiritual support

Some people feel they would like to talk to someone about the deeper, spiritual aspects of life. Our hospice chaplain can offer spiritual care for you and your family, whether you have a particular faith or none.

You can talk to our chaplain about things that are important to you and any worries you may have. And if you would like to see a representative from your own faith, our chaplain can also arrange this for you.



Our range of day services

You don't need to be staying with us to receive the best support from our hospice. If you come just for the day, there are still many different ways in which we can provide support for you, and your family and friends.

Our expert team can help you manage any symptoms you're having, and they'll spend time finding out what your needs, wishes and concerns are. The hospice also gives you the opportunity to meet and talk with other people who may share your experiences. If you're interested in any of the services listed below, just speak to your GP, nurse or specialist about referral or to a member of our staff.

Day therapy unit

For our day therapy programme you come to the hospice for one day each week as part of a 17-week programme designed around your personal goals. Our specialist team will give you advice about symptoms or concerns. Sessions allow you to meet and get support from others in a similar situation. You can also join in activities and therapies.

ROOTS

ROOTS stands for Rejuvenating Our Own True Selves and is a range of group activities where you can meet with others and learn new ways to feel stronger in yourself. There are a wide range of varying activities, including relaxation, exercise and yoga. You can attend either a single session or multiple sessions during the day. Unlike our other services, you can self-refer to ROOTS, just contact the hospice for more information.

Complementary therapies

We offer a range of complementary therapies, including aromatherapy using essential oils and various massage techniques. They don't replace traditional care, but people tell us about the relaxing qualities and overall benefits they often provide. Please ask a member of staff about the different types of therapies we currently provide.



Medical clinics

Our team of doctors run clinics at the hospice. They can monitor and advise on managing symptoms that you may experience. They will assess your needs and refer you to other team members if required. Most people come to our clinics while still seeing their usual specialist teams.

In-patient care

There may be times when you would benefit from staying at our hospice while you need extra medical care and attention.

Our specialist team may be able to help relieve your immediate problems such as pain or breathlessness. And they will make sure you are as comfortable as possible. We also support their carers, families and children.

Most people return home within a couple of weeks with the community services they need. We can also arrange for equipment that may be required at home.

If you can't return home because you still need support, we will advise you and your family on how to find nursing or residential care. Many people come back to our day services for continuing care and support.

A home from home

If you're staying with us you'll find our hospice is a welcoming, friendly and supportive place for everyone including your family members, friends, children and even pets.



Marie Curie

Our visiting hours are flexible – people can visit you at any time. We have comfortable lounges and beautiful gardens for you to enjoy with your loved ones and there are sleepover facilities if a family member wants to be by your side through the night.

Our in-house chefs will also make every effort to prepare food to your taste and dietary needs – just let us know what they are.

Katrina Hyams/Marie Curie



Care in your home

Your GP has overall responsibility for your care while you are at home. District nurses who work with your GP can also help to assess, arrange and provide the care and support that you, or your family, may need. If you have questions or concerns about changes in your condition or the support you're getting at home, you can contact your district nurse or GP.



Ben Gold/Marie Curie

STARS

If you require more care in your home as you approach the end of your life you may be referred for nursing support. In other parts of the country, it may be a Marie Curie Nurse, but across Liverpool, expert nursing care is provided through STARS.

STARS supports people who are terminally ill so that they can be cared for in the community during their last 12 weeks of life.

As soon as you are referred to STARS, a senior nurse will assess what type of support you need. They will also look at ways in which they can provide support for your family and friends. Their support can

include care through the day and night, help with practical tasks as well as emotional support and help accessing other services.

They can also be there for your friends and family post-bereavement, with follow up phone calls and visits if required, or simply to offer condolences and advice on practical next steps.

How we keep your information safe and confidential



Patrick O'Neil/Marie Curie

We use your health records as a guide to help us plan and provide you with the highest quality of care. When you are referred to our hospice, we get information about you from your NHS healthcare team – your district nurse, GP or consultant – or directly from you.

The General Data Protection Regulation (GDPR) and the NHS Confidentiality Code of Practice set out the way we use your personal information.

We have a number of processes that we follow to ensure the information we have about you is safe and secure with us. Sometimes we may need to share information about you with other agencies or individuals so that we can work together for your benefit.

We'll only ever use or pass on information about you if other healthcare professionals involved in your care have a genuine need for it. They will also be subject to regulatory requirements to keep your information confidential.

Please ask us if you wish to access your own medical records or would like to find out more about how we keep your information safe and confidential.

Marie Curie – who we are and what we do

Marie Curie is here for people living with any terminal illness, and their families. We offer expert care, guidance and support to help them get the most from the time they have left.

All our services are provided free of charge for the people we help. If you want to find out more about any of our services, please ask a member of our hospice team.

Marie Curie Hospices

Our nine hospices across the UK offer the reassurance of specialist care and support, in a friendly, welcoming environment – whether you're staying in the hospice, or just coming in for the day.

Marie Curie Hospices are located in Belfast, Bradford, Cardiff and the Vale (Penarth), Edinburgh, Glasgow, Hampstead (London), Liverpool, Newcastle and the West Midlands (Solihull).

mariecurie.org.uk/hospices

Marie Curie Helper

We know the little things can make a big difference. That's where our trained Helper volunteers come in. They can visit you regularly to have a chat over a cup of tea, help you get to an appointment or just listen when you need a friendly ear.

To find out more contact the hospice or visit

mariecurie.org.uk/helper

Information and support

We help everyone affected by a terminal illness get the information and support they need, whether you have an illness yourself or you're a family member or friend.

Contact the **Marie Curie Support Line** on **0800 090 2309** (8am–6pm, Monday to Friday and 11am–5pm, Saturday) to speak to a trained adviser or visit our website for lots of practical information and resources.

We also offer bereavement support for close family and friends of people who have received hospice care. Please speak to our patient and family support team at the hospice for more information.

mariecurie.org.uk/help

Online community

Our online community is a space for you to share your thoughts, feelings and experiences with people who know what you're going through.

community.mariecurie.org.uk

Taking Care is a video library filled with help and support from carers as well as professionals. There's practical information about how to get the support you need – as well as advice on understanding the emotions a carer may experience and keeping life in balance.

takingcare.org.uk

Research

Our research team increases our knowledge and understanding of ways to improve the care that people receive at the end of their lives. You may be asked to take part. Talk to staff if you want to find out more about what's involved.

mariecurie.org.uk/research

Policy

We campaign and influence decision-makers on issues that affect people with a terminal illness and their families, to help them access high-quality care and support when they need it most.

mariecurie.org.uk/policy

Ways you can support us

For over 60 years Marie Curie Hospice, Liverpool, has been welcoming families and offering the reassurance of specialist, round-the-clock care for people living with a terminal illness.

Marie Curie's services are always free to patients and their loved ones, but it is only because of our amazing supporters that we can continue to provide this care free of charge.

The hospice costs £5.2 million to run each year and only 50% is funded by the NHS. We need to fundraise £6778 every day to keep our hospice open and that's why we need to reach even more people – and why support from the public is so important.

There are many ways in which you can support the Marie Curie Hospice, Liverpool:

- Make a donation (big or small, every penny makes a difference).
- Leave a gift in your Will.
- Sign up to collect for us at your local supermarket or street collection.
- Hold your own event, like a quiz or curry night.
- Shout about us! We want people to know we are here – and we need our community to get behind us.
- Ask your place of work and local organisations (like schools, sports clubs, pubs) as well as your friends and family if they'll support their local hospice.
- Volunteer at the hospice.
- Join your local Fundraising Group.
- Give to your local Marie Curie shop – we're always looking for new stock!

Find out more at mariecurie.org.uk/get-involved or call **0151 801 1400** and ask for a member of the fundraising team.



mariecurie.org.uk/help/hospice-care/liverpool



Tell us what you think

We hope the care and support we've provided to you, and the people close to you, meets your needs and expectations. We really value your comments and suggestions about our services, so we hope you'll get in touch to let us know what you think.

Giving us your feedback

There are many ways you can share your feedback with us:

- Complete our survey at mariecurie.org.uk/feedback or by using a tablet device if you're in one of our hospices.
- Leave us a comment, for example to praise a nurse or team that cared for you, or tell us what we could do better, at mariecurie.org.uk/comments-complaints
- Email us at comments@mariecurie.org.uk
- Call our Support Line on **0800 090 2309** (8am-6pm, Monday to Friday and 11am-5pm, Saturday).
- Write to: Director of Caring Services, Marie Curie, 89 Albert Embankment, London SE1 7TP.

We may also call to find out how things are going for you, and to ask for your feedback on the care and support we've provided. If you don't want us to contact you, please let us know by calling **0800 634 4520** (9am-10.30pm, seven days a week).

If you're particularly pleased with the care and support you've received from us, and want to help us to reach more people by sharing your story, please let us know by:

- visiting our website at mariecurie.org.uk/mystory
- emailing us at mystory@mariecurie.org.uk
- writing to: My story – Stories team, Marie Curie, 89 Albert Embankment, London SE1 7TP.

Making a complaint

We work hard to offer high standards of care and support at all times but sometimes things go wrong. If you're unhappy with the service that we provide, please let us know so we can improve and try to make sure other people have a better experience.

When something has gone wrong, we would like to, if possible, sort it out straight away. If you're being cared for at a Marie Curie Hospice, the best person to talk to is the nurse in charge of the ward. You can ask at reception too, and someone there will direct you to the right person.

There are also other ways you can make a complaint or share a concern with us. You may wish to:

- complete our feedback form at mariecurie.org.uk/feedback
- call our Support Line on **0800 090 2309** (8am-6pm, Monday to Friday and 11am-5pm, Saturday)
- write to: Patient and Carer Experience Team, Marie Curie, 89 Albert Embankment, London SE1 7TP.

You can also find more information about our complaints process at mariecurie.org.uk/complaints

Is there a time limit for me to make a complaint?

It's best to tell us as soon as possible after the event you're complaining about. This could be up to 12 months after the event or after finding out you have cause to complain.

We may still investigate complaints more than 12 months after the event if there's a reason the complaint could not be made earlier, and if it's still possible for us to investigate what happened.

Will my care be affected if I complain about your services?

No, not at all. If you make a complaint, it will not affect the services we provide to you in any way. We'll treat any information you give about your complaint with sensitivity and full confidentiality, and it will be kept separately from your clinical records.

What will happen when I raise my concern?

We'll acknowledge your complaint within two working days from the date we receive it. Where possible, we'll discuss your complaint with you to understand what has happened and also talk about:

- how we'll investigate your complaint and how long it will take us to do so
- what you would like to see happen as a result of your complaint
- how you would like to receive your response – for example, by phone or mail.

What if I'm not satisfied with your response to my concerns?

If you're unhappy with our response and feel that we've not addressed your concerns or that we've missed something, please let us know. We'll see if there's anything else we can do to resolve your complaint and try to address any remaining issues that you've raised with us.

If you would like to take matters further, please contact the Parliamentary and Health Service Ombudsman.

Phone 0345 015 4033 or visit ombudsman.org.uk

The Care Quality Commission regulates the care that we provide.

Phone 03000 616 161 or visit cqc.org.uk

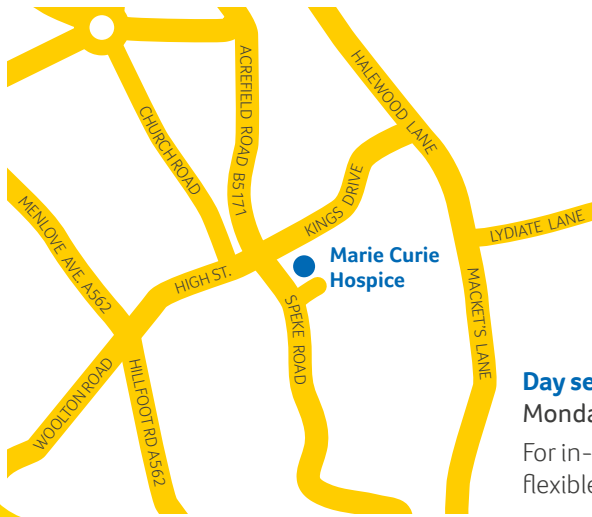
Marie Curie Hospice, Liverpool

0151 801 1400

liverpool.hospice@mariecurie.org.uk

mariecurie.org.uk/liverpool

**Marie Curie Hospice
Speke Road
Woolton
Liverpool L25 8QA**



Day services opening times:

Monday to Friday, 10am-3pm

For in-patients, visiting times are flexible. Please phone for details.

By car

As there's very limited parking in the hospice grounds, please use local car parks where possible.

We lock our entrance gates between 9.45pm and 6.30am, so please ask the nurse in charge if you need access during these hours.

By bus

From Paradise Street Bus Station, Liverpool City Centre: No. **74, 75** and **76** (no. **78** from Queens Square). No. **78, 76a, 75e** and **77** run on Sundays.

By train

From Moorfields and Liverpool Central stations: Trains go to **Hunts Cross** station on Speke Road. From there, you can continue your journey on bus no. **81, 81a** or **89** to Woolton Village. The hospice is a five-minute walk away.