

Your needs will be regularly assessed so that the care and treatment offered, best suits you. If there are other services such as social day services that would be more suitable we will help you to access them. Discharging you from our care will be discussed with you. You will be able to return to our services if your needs change.

### Improving services

We are always looking at ways to improve our services. If you have any suggestions, we would be happy to hear them.

At some point during your care you may receive a questionnaire about the service. We would really appreciate it if you would take the time to complete this.

### How to get to us



### For general enquiries you can contact:

Specialist Palliative Care Occupational Therapy team  
St Benedict's Hospice  
St Benedict's Way  
Ryhope  
Sunderland  
SR2 0NY

Phone number:

Main Reception: 0191 512 8400

Day Services 0191 512 8440

Website: [www.stbenedicts.co.uk](http://www.stbenedicts.co.uk)

*Supported by St Benedicts Hospice charity  
Registered charity number 1019410*

We try hard to keep our information leaflets up to date. This information was correct when we wrote it. It may not include very new changes. Staff will tell you if anything has changed and check that you understand at your appointment. You should ask if you are unsure about anything.

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**St. Benedict's Hospice**  
& Centre for Specialist  
Palliative Care

## Hospice Day Services



**South Tyneside and Sunderland**  
NHS Foundation Trust

## Introduction

Welcome to hospice day services.

Our staff, patients and volunteers work together as a team with one shared aim - to provide personalised care whilst maintaining the dignity, privacy and informed choice for each patient.

Hospice day services offer an honest, open environment; we aim to make your visit as comfortable as possible. We hope this leaflet will give you more information about the services we can offer.

We will ensure you are well informed of services available to allow you to make choices that are meaningful to you and your family/carers.



## What are hospice day services?

We offer personalised specialist services providing care and support Monday to Friday 9am- 5pm. Depending on your needs, you may attend for a whole day, part of a day or on a sessional basis.

The hospice day services team is made up of:

- Nurses
- Doctors
- Pharmacist
- Chaplain
- Volunteers
- Complementary therapists
- Physiotherapists
- Occupational Therapist
- Social Worker
- Psychology Services
- Hairdresser
- Administrative support
- Domestic staff

## How do we work?

You will be assessed by a palliative care clinician where your individual needs will be identified and a plan of care will be agreed with you.

You can access hospice day services for a variety of reasons, for example to:

- help you manage pain and other symptoms
- maximise your independence e.g. help with walking
- address psychological needs
- give your carers time off and you time off from your carers

- give you a chance to meet others in a similar situation
- experience a range of therapeutic activities

Additionally appointments may be offered to other services such as the physiotherapist or occupational therapist.

## What can you expect?

- To be treated with care and compassion
- To be cared for by a team with the right skills to look after you
- To be treated as an individual with dignity and respect
- To have your privacy maintained
- Involvement of your family, and carers, if you wish
- Respect and support for any decision you make
- Provision of information you may need such as symptom management
- Management and relief of symptoms such as pain and sickness

There will be opportunities to socialise with other patients, to share stories and gain support, as well as relaxing and enjoying refreshments.

If you need any medication during your time at hospice day services, you should bring these with you. Likewise if you use any walking or other aids, please bring these with you too.