

St Francis Hospice Dublin



Information Booklet for Patients and Families under the Care of the Community Palliative Care Team

St Francis Hospice Dublin Community Palliative Care Contact Numbers:
Raheny (01 832 7535) and Blanchardstown (01 829 4000)

St. Francis Hospice provides a specialist palliative care service for the people of North Dublin City and County. Some of the services we provide are:

- Community Palliative Care
- Outpatient Services
- Hospice Day Care
- Inpatient Units

COMMUNITY PALLIATIVE CARE TEAM

The Community Palliative Care service supports people who are living with a life limiting illness, and their families, at home, in nursing homes, and other places where people may live. Our aim is to help patients to be as well as possible at home, for as long as possible. The team is made up of doctors, nurses, chaplains, social workers, volunteers and administration staff.

Most of your visits will be from one of our nurses, known as Clinical Nurse Specialists (CNS) in Palliative Care. The CNS can provide information, advice and support to you, your family and health care workers in the community. The role of the CNS is especially important when it comes to helping with complex symptoms, providing specialist symptom control advice and medication management. The CNS can contact our hospice doctors for specialist medical advice. You may also receive a visit from one of our doctors as needed.

We use our specialist palliative care knowledge and experience to work alongside your General Practitioner (GP) and Public Health Nurse (PHN). Your GP is still responsible for your medical care and your written prescriptions when you are at home. Any medical decisions by our team will be made in discussion with your GP. We will liaise directly with your hospital team when required.

Visits will be made to you depending on your need. You will meet more than one nurse but we will do our best to limit the number of different nurses who visit you. A hospice social worker or chaplain can also visit if required (see page 10).

When we visit, could you please:

- Have a list of current medication available
- When dark, leave a light on outside
- Provide a smoke free environment
- Remember your pet may not be friendly with strangers

If your condition changes so that you no longer need specialist palliative care, we will discharge you back to the care of your GP. Your GP will refer you back to us whenever you need specialist palliative care again.

HOURS OF SERVICE

Visiting Service is 09.00-17.00 hours Monday-Friday.

There is a limited visiting service at weekends.

One **Community Palliative Care nurse** is available from **17.00-20.00** hours each evening to respond to queries.

A **telephone support service** is available 7 days a week/24 hours a day (**Raheny** 01 832 7535 and **Blanchardstown** 01 829 4070).

Irish Cancer Society Night Nursing

A free night nursing service is available to all patients to a maximum of 112 hours. The Irish Cancer Society nurses work from 23.00-07.00 hours. Your visiting CNS can request this service for you. This service depends upon the availability of night nurses.

Home Visit Volunteers

Home Visit volunteers provide a visiting service to patients and give support to patients and families in their own home. Volunteers also bring patients on outings and assist practically, for example helping a patient go to the supermarket, shopping or attending an appointment. Access to this service is through your visiting nurse.

Other services of St Francis Hospice, such as Outpatient services, Hospice Day Care, and Inpatient admission, can be accessed through the Community Palliative Care Team.

OUTPATIENT SERVICES

The Community Palliative Care Team can refer you to the Outpatient Department for Complementary therapy, Lymphoedema therapy, or Physiotherapy.

Patients attending the Outpatient Service are seen at their given appointment time to avoid waiting. Most treatments take between 45-60 minutes. Transport to and from appointments is available if needed. You can have a family member or friend attend with you.

Complementary Therapy

Complementary Therapies provided are:

- Massage
- Aromatherapy
- Reflexology
- Indian Head Massage
- M-Technique (A series of very gentle stroking movements at a set sequence, pressure and pace. It is different from conventional massage and may be suitable when massage is inappropriate.)

Lymphoedema Therapy

Lymphoedema is a swelling that can occur anywhere in the body, most commonly in the arms and legs. It is caused by disruption of the lymphatic system.

Lymphoedema is not curable but can be managed with specialised massage called Manual Lymph Drainage and the use of compression bandages and/or garments. We can also give you advice regarding leisure, social and relaxation activities that may be helpful to you.

Physiotherapy

The Physiotherapy team can work with you to improve your quality of life and give you more independence, no matter what your physical abilities are. Physiotherapists aim to develop, maintain and restore maximum movement and functional ability; this is done by identifying the potential in each patient and working toward reaching it.

Services provided include: rehabilitation, exercise programmes, mobility assessment, management of breathlessness (dyspnoea) and chest secretions, fatigue management, advice on the management of falls, patient/carer advice, and pain management.

HOSPICE DAY CARE

Hospice Day Care offers a Specialist Palliative Care Service in a Day Care setting. It can provide support for your physical, psychological, spiritual and social needs through symptom management and practical advice. Hospice Day Care can also provide respite for carers at home.

Our team works with your GP, PHN and Hospital team. We also provide support for families and carers through telephone contact, meetings and support groups. Volunteers support the team in a wide range of roles.

During your visit, you will meet with a nurse to discuss any symptoms or concerns you may have. You can also choose from some of the following activities:

- Complementary therapies, e.g. aromatherapy, reflexology
- Hairdressing
- Social activities
- Pastoral care
- Recreational art

Meals and refreshments are provided.

There is an air-conditioned smoking room for patients.

Please bring any medications you need to take during the day.

Transportation to and from Hospice Day Care can be provided by our volunteer drivers, and wheelchair transport is available if required.

Referral can be made directly to Hospice Day Care by your GP or hospital doctor, or through the St. Francis Hospice Community Palliative Care Team or Outpatient Service.

Opening hours are:

Raheny	Monday (except bank holidays), Tuesday, and Thursday	10.15 - 15.15 hours
Blanchardstown	Thursday & Friday	10.15 - 15.15 hours

INPATIENT CARE

St Francis Hospice Dublin has 43 specialist palliative care inpatient beds.

In our Raheny Hospice we have 19 beds, some in single rooms and others in shared rooms.

Blanchardstown Hospice has 24 beds, all in single rooms, each with en-suite facilities.

Patients are admitted when they have care needs which cannot be met in other settings such as their own home, hospital or nursing home. Patients are admitted to manage issues such as pain or other symptoms, and are discharged home; patients are also admitted for care until their death.

Referral to the Inpatient Unit is made through the St Francis Hospice Dublin Community Palliative Care and Hospice Day Care Teams, hospital palliative care teams, or your GP.

Wi-Fi is available in both sites.

Chaplains

The chaplains provide spiritual and religious care to patients, families, and significant others.

We offer support to people of diverse cultures and faith traditions, or none, acknowledging what is important and meaningful for them.

Chaplains are privileged to visit people at home, listen to their stories, and journey with them.

Social Workers

The diagnosis of a serious illness brings many changes and can raise lots of questions, both practical and emotional. Sometimes we need help from someone outside of the family to help make sense of what is happening. The Social Worker can work with you and/or your family to find ways to communicate about all the changes, care issues or worries for the future. This may include how to talk to children or someone vulnerable in the family.

The Social Worker can also facilitate family meetings with other members of the multi-disciplinary team. These meetings provide an opportunity to share information including wishes and choices, ask questions, identify difficulties, and ensure that good communication is maintained.

Suggestions:

We aim to give the best possible care to our patients and their families. If you have an idea or suggestion on how to improve our services for the benefit of others, please speak to a team member during a visit. You can also send an email to info@sfh.ie.

Complaints:

We recognise that there may be times when you are not satisfied with our service and you may wish to make a complaint. If you have any concerns about your care or the services provided by St. Francis Hospice Dublin, we advise you to speak to the person in charge of the area. They will address your concerns as quickly as possible. If it is not possible to resolve your concerns in that way, you may wish to make a formal complaint in writing.

Please send your complaint to:

The Complaints Officer,
St. Francis Hospice Dublin,
Station Road, Raheny,
Dublin 5, D05 E392.

We will process all complaints in a timely manner in accordance with the hospice's Complaints Policy.

St. Francis Hospice provides a specialist palliative care service to people in North Dublin. This includes support for their families and friends and other healthcare professionals involved in their care.

Our services are provided free of charge to patients and their families, however, donations are always welcome.

St. Francis Hospice is a voluntary organisation under the care of the Daughters of Charity of St. Vincent de Paul.



ANNIVERSARY

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