



St Oswald's
Hospice

**Focus on
Living Centre**
Ambulatory Care
Service

Quality time for everyone

Contents

3 Hello and welcome to St Oswald's

- How we can best help and support you
- What is the Focus on Living Centre?

4 What is the Ambulatory Care Service?

- What can I expect?
- Meals
- Our volunteers
- The role of our Focus on Living Centre volunteers

5-6 Important Information

- Health and safety
- Infection control
- Protecting your personal information - Data protection

7 Telling it like it is:

- Comments, suggestions and complaints

Contact us

The Focus on Living Team, 0191 285 0063 ext. 2070.

If you are unable to attend your appointment for any reason please let us know as soon as possible. If you have any concerns or queries please don't hesitate to get in touch on the above telephone numbers. Messages can be left on our voicemail if no one is available to take your call. We will always get back to you.

Welcome to St Oswald's Hospice **Focus on Living Centre.**

We've put this booklet together to let you know about our Ambulatory Care Service within the Focus on Living Centre, who you might meet and other important information.

How we can best help and support you

Once you have been referred to the Focus on Living Centre you will be contacted by phone. The purpose of the phone call is to find out a little bit more about you, discuss how best we are able to meet your needs and agree a plan of care with you.

Every person we care for is treated as an individual and your care is reviewed regularly at our multi-disciplinary planning meetings. If your needs change we may look to see if there are other services to best meet your needs. With your permission, we will always keep hospital and community teams informed.

What is the Focus on Living Centre?

The Focus on Living Centre at St Oswald's Hospice offers support during the day, either in person or virtually, to people with a life-limiting condition, to enhance their sense of wellbeing and enjoyment.

Our services include ambulatory care, therapeutic activities, virtual groups and support, and one-to-one appointments.

Patients and carers can access the centre to support them through living with a life-limiting illness and challenges this can bring.

What is the Ambulatory Care Service?

Our ambulatory care service is for people with progressive life-limiting conditions who need planned treatments such as blood transfusions and infusions. We provide a friendly, calming environment for treatment and there's also an opportunity to see other members of St Oswald's Hospice multi-disciplinary team. The service is currently open from 9.30am—5.00pm, Wednesday and Thursday every week.

What can I expect?

On your arrival you will be greeted by one of the team who will help you to settle in and offer you a drink.

Over the course of the day you will be assessed by a doctor and a nurse to identify any changes that have occurred since your last visit and whether we need to liaise with hospital and/or community teams on your behalf to improve your experience at home or in other settings. You'll also have the opportunity to meet other members of our multi-disciplinary teams, such as our occupational therapists, physiotherapists and social workers.

Meals

On the day you will be offered a light lunch. Our catering team adapts food choices to a number of different diets and can cater for people who require pureed food, or Kosher and Halal food. Please let your nurse know if you require a special diet. All meals and refreshments are provided free of charge.

Our volunteers

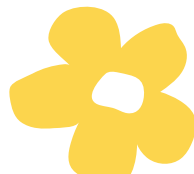
During your visit, you might meet one of our volunteers. We have over 1200 volunteers throughout the Hospice, who donate their time and skills to support staff in almost every aspect of our work.

Some volunteers work directly with patients, others provide crucial support behind the scenes or in our shops. Without the support of our volunteers, we simply could not provide all our vital services to local people.

The role of our Focus on Living Centre volunteers

Volunteers are trained to work alongside staff to ensure that a high standard of individual care is provided. Volunteer roles are varied and you will see many during your visits to our Focus on Living Centre.

Volunteers are available to chat and listen to patients throughout the day, to accompany patients to treatment rooms and activities and to help co-ordinate mealtimes alongside other tasks.



IMPORTANT INFORMATION

Infection control

St Oswald's recognises the importance of infection control and uses standard precautions in tackling the spread of infection.

Because of Covid-19, we are taking extra precautions for the safety of everyone at St Oswald's. 24 hours before your appointment we will give you a call to ask Covid-19 screening questions. If you develop any Covid-19 symptoms including a high temperature, continuous cough or altered taste or smell, please contact us prior to your appointment and do not attend the centre until advised further.

One of the main ways we can all help to stop the spread of infection is by regular and thorough hand washing. Washing our hands can prevent over 45% of infections from spreading. To ensure we wash our hands as thoroughly as possible, there is a step-by-step guide next to every sink in St Oswald's. Please wear a surgical face mask from a mask station at the Hospice when entering and leaving the building, which can be taken off when seated. To protect all our patients, our staff are continuing to wear personal protective equipment (PPE).

If you've had an episode of vomiting or diarrhoea, please wait 48 hours from the end of your symptoms before attending to prevent the spread of infection.

Health and safety

We are committed to ensuring the health and safety and welfare of everyone who use our facilities, so far as is reasonably possible. We also fully accept our responsibility for other persons who may be affected by our activities.

If you have any concerns or identify anything you feel may be a risk to anyone, please let us know as soon as you can.

Should you have an accident or experience a 'near miss' whilst at St Oswald's, however small or insignificant you feel it might be, please speak to your nurse or another member of staff who will follow this up for you.

“ I found it important that the Consultant clearly explained the reason for the offer of treatment and allayed any worries about the location [a Hospice]. The environment is extremely comfortable and tranquil. The staff without exception are very welcoming, pleasant, friendly and efficient.”

Data protection

St Oswald's safeguards your personal information in line with the Data Protection Act 2018. A full copy of our Privacy Policy is available on our **website** or you can ask for a paper copy. We keep confidential personal and health information about you in both paper and electronic format and may share relevant information, with your consent, with other healthcare professionals involved in your care.

Please update us as soon as your contact details change. Please also let us know if there are other people you are happy for us to talk to you on your behalf such as a partner or other relative. We do not routinely share your information with the fundraising part of the hospice and therefore the fundraising team may not know that you are a patient as well as a supporter.

You have a number of rights under the Data Protection Act including access to the data we hold about you. If you would like access to your health records or have any concerns or queries about how we use and manage your information then please contact the data protection officer at **dataprotectionofficer@stoswaldsuk.org**

Accessing your information

You have a legal right to apply for access to health information or other personal data held about you. If you'd like to access your health records or personal data held by St Oswald's, you must do so in writing using our request form and send it to Helen Eadington, our Corporate Services Director, at the address on the back of this leaflet.

A formal process – outlined in our Information Governance Policy – is then followed. Under the Data Protection Act, requests for access to records should be met within 40 days. However, as per our policy, we aim to respond within 21 days where possible.

Telling it like it is

Comments and suggestions

We are committed to providing quality services and are constantly seeking ways to improve the care offered to you, your family, carer and friends. Any suggestions or comments as to how we could improve our services are very welcome.

Your opinion matters

Occasionally we conduct patient surveys and focus groups to gather feedback. This is to ensure we are providing relevant, quality services for you, and to comply with Care Quality Commission standards.

If you are asked for feedback, although it is not compulsory to take part, we would be very grateful if you could take the time to give us your honest feedback. You can also email your thoughts at any time to patientfeedback@stoswaldsuk.org

Complaints

Sometimes when you try to complain to an organisation, it feels as though you're talking to a brick wall. But at St Oswald's, we always welcome your feedback. We hope that you will not have cause for complaint but if you're unhappy with something, then please make sure you let a member of staff know. We'll always do our best to solve any problems or issues that you might have.

However, if you are not satisfied with this response, a formal written complaint should be made to our Chief Executive. We have a formal complaints policy which will be followed in the case of all written complaints. A copy of the policy is available from a member of the nursing team.

Contact Information

To make a formal complaint, please contact:

The Chief Executive
St Oswald's Hospice
Regent Avenue
Gosforth
Newcastle upon Tyne
NE3 1EE

0191 285 0063
enquiries@stoswaldsuk.org

Or alternatively:

Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

0300 061 6161
enquiries@cqc.org.uk
www.cqc.org.uk

This leaflet is available in a range of formats.
Please ask a member of our team if you require
a different format. **Thank you**

We are a registered charity and rely on voluntary donations
and legacies to enable us to care for patients and families.



**St Oswald's
Hospice**

**0191 285 0063 | enquiries@stoswaldsuk.org
www.stoswaldsuk.org**

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