

The warmest of welcomes to our

# Focus on Living Centre

Supporting you to live well



St Oswald's  
Hospice



Part of  
St Oswald's  
Hospice  
Day Services

Quality time for everyone

# How we can help?

we offer expert care and practical support

Are you feeling low, tired or run-down?

Feeling stressed, anxious or worried?

Unclear about the road ahead?

Pain, mobility or other symptoms bothering you?

Not sure what support you need?

Don't worry – we've got you.

"...all the worries go. It's a lovely environment with great staff."  
Focus on Living Centre patient

# Hello,

## *I'm Kath, the Matron of Day Services.*

So, St Oswald's Hospice has been suggested to you as a place where we may be able to help you live well with your life-limiting illness or condition...

How did that make you feel?

Worried? Nervous? A little scared?

Maybe you thought "No, I'm not ready to go there!"

*(After all, the word 'hospice' makes most people think of end of life care, death and dying.)*

You're not alone in any of these thoughts and feelings. Lots of people who come to our Focus on Living Centre tell us that's exactly how they felt – very unsure about coming. And we get it, we really do.

But we hope you might also be a little curious about how we can help? Or a bit relieved that you might get the care and support you need?

That's why we've put together this leaflet, to reassure you that whatever stage of your illness you're at, we can support you to live well for as long as possible.

We pride ourselves on our friendly approach - offering specialist care and support to meet your needs. We can also support your family too.

If you're not sure what to expect, read on to find out how we help and what some of the lovely people we care for have to say – you'll see they're happy that they came to us.

We hope you'll feel the same. See you soon.

Best wishes,

**Kath**



**Based at  
St Oswald's  
Hospice in  
Gosforth,  
our Focus on  
Living Centre  
is all about  
supporting you  
to live well.**



Living with a progressive, life-limiting condition impacts your whole life and comes with many challenges – from physical symptoms or side-effects to dealing with practical issues, such as care planning, housing or money matters. And of course, it can have a real impact on your emotional or spiritual wellbeing – and your mental health too.

**We're here to help you to manage those challenges in the best way possible and improve your quality of life.**

“Palliative care is about ensuring people get the right support or treatment they need, at the right time to make the most of their life.”

*Kath Clark, Matron  
Day Services*



Whether you're newly diagnosed, having treatment elsewhere, or you've been living with your illness or condition for a long time, we're here for you.

## How can we help?

**We offer personalised, practical support and holistic care with a focus on you and your overall wellbeing.**

Depending on your needs, you'll meet members of our multi-disciplinary team – from therapeutic practitioners to medical experts. We're here to offer care, advice and support – and to make you feel relaxed and comfortable, knowing you're in safe hands.

On the next page, you'll see lots of ways we can help.



## Body (Physical Health)

*How we can help...*

- Pain and symptom management
- Medical clinics with specialist palliative care doctors
- Ambulatory Care (for example, transfusions and infusions)
- Physiotherapy
- Gentle exercise classes
- Occupational Therapy (including home visits to assess needs)
- Breathlessness and Fatigue management

Holistic care is about treating the whole person (mind, body, spirit and social needs) and not just your physical condition or illness. The following are examples of how we can help, but we are always adding to this based on individual need...

## Emotional & Spiritual Wellbeing

*How we can help...*

- Complementary Therapies (reiki, massage and more)
- Relaxation sessions
- Spiritual Care (support for people of all faiths and none)
- Emotional 1-2-1 Support
- Music Therapy
- Peer support with others with similar circumstances

# Holistic, Person-Centred Care:

*Supporting you to  
live well*

## Social (Social Needs)

*How we can help...*

- Support from our Social Worker (for emotional, practical, financial and social issues)
- End of life planning
- Signposting/referring to other services

This approach means we work with you to give lots of advice, support and information to help you live as well and independently as possible with your condition. This in turn helps you to self-manage and self-care.

## Mind (Mental Health)

*How we can help...*

**Psychological support** – provided through the Newcastle Palliative Care Psychology Team who offer:

- **1-2-1 support** in the Focus on Living Centre or at home
- **CBT** (Cognitive Behaviour Therapy)
- **Mindfulness** sessions

# Find out what other people think our about Focus on Living Centre...

**“The welcome that I received and still receive as I come into Focus on Living relaxes me and I feel like I am with friends.”**

**“It’s changed my life, the treatment and support I now get.”**

**“I think it would have helped me to come sooner for my mental health.”**

**“It is a unique place: everyone is so friendly and helpful. If I have a concern, the doctors and nurses go out of their way to help me.”**

**“The regular meeting with the same staff who know “the history” definitely helps.”**



“Peer support is available as well as caring, supportive therapists.”

“I could not be any happier. I really loved all the things I did. I met lovely people, who are now very good friends. The staff are second to none.”

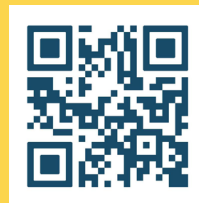
“It’s a lovely place. Nothing like you think it is going to be. Everyone who knows me knows how much I love going to the Hospice. I come out of my shell, talking about my feelings.”

“Helped me a lot with my depression and pain control with exercises and relaxation for 30 minutes – it was so soothing.”



Want to know more about the *Focus on Living Centre*?

Scan to **watch our short film now** – meet our patients, staff and find out more about what we do...  
Or visit [www.stoswaldsuk.org/focus-on-living-centre](http://www.stoswaldsuk.org/focus-on-living-centre)





# Your Focus on Living Centre Journey...

## **STEP 1:** **Your Referral**



Any healthcare provider (e.g. GP, Consultant, hospital team, palliative care team, community care team etc) can refer you. Please talk to them if you'd like to be referred. They need to fill in a form and send it to us to start the process. (Note: as a charity, our services are provided free to you.)

## **STEP 2:** **Your Welcome Call**



Once referred, your journey with us will start with a welcome phone call to find out about you, book an appointment and discuss how you'll get to/from the hospice (free transport is available for those who need it).

## **STEP 3:** **Your First Appointment**



You'll visit the Focus on Living Centre, where you'll meet one of our team to chat about your needs, challenges and what matters to you. Together, you'll decide which services may help.

(If you're not well enough to come in, don't worry – we'll come to you.)

#### **STEP 4:**

### **Your Follow-Up Call/Letter With Appointment Details**



You'll receive a letter or phone call with details of your next appointment or series of appointments – with dates, times, place and any transport information if appropriate. (Please let us know if you can't make an appointment.)

#### **STEP 5:**

### **Your Care**



You'll come to any planned appointments and/or group sessions and receive the care and support you need. These mostly take place at the Focus on Living Centre, but some may be online or in your home (as shown in your letter).

#### **STEP 6:**

### **Your Care Review**



We'll review your care to meet your changing needs throughout and at the end of any course of treatment/therapy etc. With your permission we will let the person who referred you know about any plans or changes to your care.

On average we initially offer around 6 sessions - this could be for example physio, complementary therapy or peer support. After this, you will be re-assessed and either offered more needs-based care or discharged if your needs have been met or would be better-met elsewhere.

***Note: If you have family, a friend or carer that you'd like to bring with you at any point, they are always welcome.***

# Where is the Focus on Living Centre?

## Come in to our safe place

The Focus on Living Centre is at the main hospice site in Gosforth – it has its own entrance on the side of the building.

**Focus on Living Centre**  
**St Oswald's Hospice**  
**Regent Avenue**  
**Gosforth**  
**NE3 1EE**

### Any Questions?



Please contact us on **0191 285 0063**

**Messages can be left on our voicemail if no one is available and we will get back to you.**



Email: [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)

**Want to view this leaflet on our website or view accessible versions?**



Scan Here



**St Oswald's Hospice**

**0191 285 0063 | [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)  
[www.stoswaldsuk.org](http://www.stoswaldsuk.org)**

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