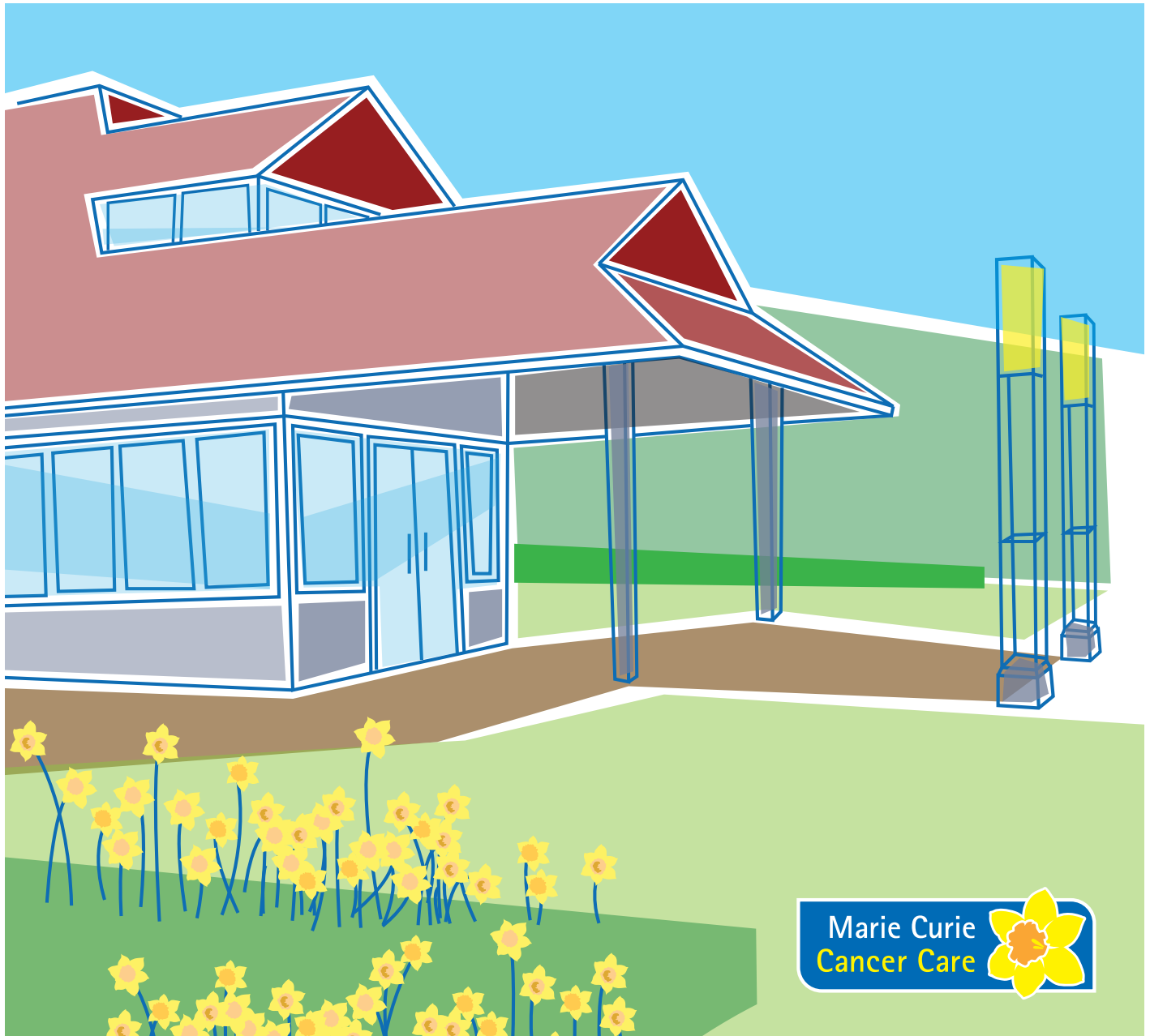


Marie Curie Hospice, Newcastle



Marie Curie
Cancer Care



Marie Curie Hospice, Newcastle

Set in beautifully landscaped gardens overlooking the Tyne and Gateshead, this purpose-built hospice offers a modern approach to care with a friendly and welcoming atmosphere. Opened in 1995, it is one of nine Marie Curie Hospices offering specialist care for people with cancer and other life-limiting illnesses.

Why choose the Marie Curie Hospice, Newcastle?

- ✿ Expert pain control
- ✿ Highly experienced staff
- ✿ Specialist physical and emotional support
- ✿ Patient-focused building design

Our wide range of services includes complementary therapies such as:

- ✿ Acupuncture
- ✿ Aromatherapy
- ✿ Indian head massage
- ✿ Reflexology
- ✿ Reiki
- ✿ Relaxation

If you would like information sheets outlining details of our therapies please ask a member of our team.

“ *They look after you so well while you're here.
They're absolutely wonderful.* ”

Welcome

Marie Curie Cancer Care is the UK's leading independent hospice provider, offering the best possible care in a safe and supportive environment. Our hospice staff specialise in helping people with life-limiting illnesses including cancer, motor neurone disease, heart disease and renal failure.

This brochure introduces the services we provide and the ways we can help you improve your quality of life.

For links to websites about cancer care, information and support, visit our website: www.mariecurie.org.uk/patientsandcarers or ask a member of our team.

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All Marie Curie Cancer Care services are free of charge to you and your family. We depend on the generosity of the public to fund our work.



Day services

Relax, refresh and unwind...

Spend some time with us and take advantage of our therapies and services. You can come for a few hours, attend a specific clinic, or have a full programme of care tailored to your individual needs. Our expert staff are here to help you manage your symptoms and enhance your feeling of wellbeing. You will be able to meet people, share experiences and take part in a range of activities.

How can we help you?

Meeting your individual needs

On your first visit you will have the opportunity to discuss your situation and the services we offer with one of our doctors or a specialist nurse. We work in partnership with other professionals involved in your care, such as your GP, district nurse, hospital consultant and palliative care nurse. This ensures your individual programme of therapies is linked to the goals you would like to achieve.

Physiotherapy

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

design a programme with you which could involve strengthening your muscles to help you walk or exercises to reduce shortness of breath. Your physiotherapist can also arrange walking aids and other equipment to help your rehabilitation.

Occupational therapy

Occupational therapy can help you maintain the most important aspects of your lifestyle. By getting to know you, your occupational therapist will find out what activities you consider important and work with you to find ways to achieve them. From cooking and dressing, to attending that special occasion, your occupational therapist will work through your problems and suggest adaptations to help you to enjoy life more.

Complementary therapies

We offer a range of safe and natural complementary therapies. These do not replace traditional care, but many patients have commented on their relaxing qualities and overall benefits. Therapies may include aromatherapy using essential oils and various massage techniques. We introduce new complementary therapies regularly. The types of therapies available are shown on the inside cover of this booklet. Ask a member of our team for an information sheet outlining the therapies currently offered.



Social, practical and emotional support

We can help support you and the people close to you with practical or emotional issues that may be of concern. This sometimes involves helping to arrange support services in your home, or advising on employment or state benefits. We can offer space to talk in the way most helpful to you.

Where possible we will help you directly, or put you in touch with someone who can provide the support you need. If your family and friends need advice or support we will offer our services and suggest options to help them too.

Spiritual support

Some people feel they would like to talk to someone about the deeper, spiritual aspects of life, while others prefer not to. Either way, our chaplain or spiritual adviser will respect your wishes. If you would like to see a representative from your own faith we can arrange this for you.

Support groups

Self-help and support groups are a great way for you to get to talk to other people in a similar situation to yourself. You

can also get practical advice and share your experiences with others. Ask about support groups at the hospice. If we do not have one here we can help you to find one locally, or even help you set one up.

Medications

Please bring your own medications to day services as we do not keep any stock.



In-patient care

Support and comfort when you need it most...

At times you may need extra care and attention and you may benefit from a stay with us. We can:

- ✿ make you more comfortable if you have problems such as persistent pain, tiredness or difficulty breathing
- ✿ help you maintain your independence so you can continue to do things for yourself for as long as possible
- ✿ offer support if you have emotional difficulties
- ✿ advise you, and those close to you, about practical issues such as concerns about money, social benefits, or how to find equipment and services

How can we help you?

Meeting your individual needs

When you arrive at the hospice a member of our specialist team will make sure any immediate difficulties you are having, such as pain or breathlessness, are taken care of as soon as possible. Our team has vast experience in controlling pain and helping to relieve any other symptoms you might be experiencing.

Our services are specially designed to improve your quality of life and sense of wellbeing. They include physiotherapy; occupational therapy; social, practical, emotional and spiritual support; and complementary therapies. To find out more about these services take a look in the **Day services** section of this booklet.

We work in partnership with other professionals involved in your care, such as your GP, district nurse, hospital consultant and specialist nurse. This allows us to focus your individual programme of care on making you comfortable and helping you to achieve your goals.

We need to understand more about you so we can give you the best personal care. Nurses will be responsible for coordinating your care throughout the day and night. They will act as a special point of contact for you and your family.

We realise that the people who are close to you need to feel supported too. Our team can offer direct support, suggest services to help them and let them know about any special hospice facilities.

If you would like to discuss any aspect of your care with a specific member of our team, your nurse can arrange this for you.

In-patient care



What to bring

You should bring your usual medication and any personal items such as shaving equipment or favourite toiletries. Some people like to bring their own duvet or pillow. We recommend comfortable indoor clothing and nightwear. We will try to provide everything else to make your stay as comfortable as possible.

You can bring your mobile phone but it is best to leave other valuables at home.

Equipment

We may use specialist equipment to help relieve your symptoms. Please ask your nurse if you are unsure about an item of equipment.

Facilities

We will provide all your meals. Our chefs will make every effort to prepare food to your taste. If you have any special dietary requirements just let us know. If you have difficulty eating and drinking we can also help you with this.

Hospice information folder

For more details about our facilities and hospitality take a look in the hospice information folder which is by your bedside. Here you will find details of

meals, telephones, local amenities and other useful information to make your stay more comfortable.

Discharge

We will work with you and those close to you to make sure that when you leave the hospice you continue to receive the best possible care.

We will not discharge you until a plan to suit your individual needs is in place including clear information about arrangements for your future care.



Care in your home

Care in familiar surroundings...

If you need help but prefer to remain independent in your own home, or if you have been discharged from the hospice and need further support, you may be able to receive some services at home.

Your GP has overall responsibility for your care while you are at home. GPs can also arrange nursing care and you can contact them if you are worried about any changes in your condition.

Examples of the types of care that may be available:

Hospital, community or hospice-based support teams

Support teams visit patients in their home. Services range from Marie Curie nurse specialists and Macmillan Nurses, who can offer expert advice on the control of pain and other problems, to healthcare assistants offering skilled hands-on care.

Support teams can also offer emotional care and advice on practical problems. Hospice services may also be available in your home.

District Nurses

District nurses offer a range of nursing care including giving drugs, changing dressings and offering nursing advice.

Marie Curie Nursing Service

The Marie Curie Nursing Service provides practical nursing care for people with cancer and other life-limiting illnesses in their own homes. See the [Useful information](#) section for further details.

Short-term hospice visits

If you normally receive care at home, a short-term arrangement allowing you to visit the hospice may be possible. You may wish to visit our day services or stay for a short period at the hospice to give those who normally care for you a break.

Care in your home



Useful information

Things you need to know...

Palliative care

You may hear people using the term palliative care. This type of care includes a variety of treatments for symptoms such as breathlessness, pain, depression or anxiety. We also recognise that your family and friends may have concerns about you and your illness and we can offer support to them too. Palliative care can be given at the same time as other treatments you may be receiving. We do not provide chemotherapy or radiotherapy. The care and treatment we offer is designed to help you maintain the best possible quality of life.

Advanced life support

We do not have the specialist equipment to offer advanced life support. If you have any questions about this please ask your doctor or nurse.

Accessing your medical records

You are legally entitled to read your medical records. Should you decide to do this please put your request in writing to the hospice manager.

Confidentiality

Any information you share with staff will be protected by our duty of confidentiality. Our staff work within their professional codes of conduct and the Data Protection Act.

Valuables

Please do not bring valuables to the hospice with you as we cannot accept responsibility for loss or damage. If you are admitted at short notice and you have valuables with you, please hand them to the nursing staff so they can be locked away until they can be taken home.

Tell us what you think

We value your comments and suggestions on any aspect of your care. Your views will help us to improve the services we provide. You should find a questionnaire inserted into this booklet. If not, you will find one in the reception area of the hospice. Please complete and return to the address provided.

Our website is packed with information and advice. Visit: www.mariecurie.org.uk/patientsandcarers

About us

Making a real difference

Marie Curie Cancer Care is a long-established and well-respected charity committed to making a real difference to the lives of people with cancer and other life-limiting illnesses. Our work centres on the following three key activities:

The Marie Curie Nursing Service

Marie Curie Nurses make it possible for people who are seriously ill with cancer and other life-limiting illnesses to stay in the comfort of their own home at the end of their lives rather than go into hospital or a hospice. Our nurses work around the clock, often through the night allowing families and carers to rest, knowing their loved ones are in safe hands.

The Marie Curie Nursing Service has more than 2,000 nurses covering 95 per cent of the UK from remote villages to the big cities.

This service is free to patients irrespective of their circumstances.

Find out more about this service,
phone *Marie Curie direct*:

0800 634 4520 (free call)

Research

We conduct palliative care research to find better ways of caring for terminally ill people.

Hospices

The charity funds nine hospices across the UK offering specialist care in a relaxed and comfortable environment. The expertise of Marie Curie Cancer Care's specialist staff reaches beyond the hospice into the community linking with GPs and social services departments. Hospice day service programmes and home visits mean that people can remain at home for as long as possible if they wish.

The Marie Curie Hospices Summary Statement of Purpose:

- ✿ We aim to promote the best quality of life and death according to the wishes of the individual person.
- ✿ We aim to meet the overall needs of the person and their family.
- ✿ Our services include physical, emotional and spiritual care for patients together with support for the people who are close to them.
- ✿ We aim to meet the needs of people from all cultures and communities.
- ✿ Each hospice employs a team of health and social care professionals including medical and nursing staff specially trained in pain and symptom control; occupational therapists; chaplains; physiotherapists; and social workers.

For a full copy of our Statement of Purpose (or Philosophy of Care), ask your nurse or visit our website (see back cover for website address).

Support us

The services Marie Curie Cancer Care provides are always free but we can only continue to do this through the generosity of our supporters.

Our team of fundraisers here at the hospice is always delighted to discuss ways of raising money. Ask any member of staff to direct you to our fundraising office.

Fundraising

It costs £408 to care for a patient in one of our hospices for one day. Read on to find out how your support could help us to make a real difference.

Donations

There are many ways to make a donation. You can make a one-off donation or set up a monthly direct debit from your bank account. If you are a UK taxpayer you can add an extra 28 per cent to your donation at no extra cost through the Gift Aid scheme.

Find out more about donating to Marie Curie Cancer Care:

- ✿ Talk to the hospice fundraiser
- ✿ 0800 716 146 (free call)
- ✿ www.mariecurie.org.uk/donate

Wills

Last year we received gifts worth more than £20 million from people's wills. Thanks to their generosity we are able to meet today's challenges.

Learn more about Marie Curie Cancer Care legacies:

- ✿ Talk to the hospice fundraiser
- ✿ 0800 716 146 (free call)
- ✿ www.mariecurie.org.uk/wills

Events

Run, trek, swim or cycle, our supporters do it at home and abroad. Whether you are taking part in memory of a loved one or as a personal challenge, they make a real difference. Events range from exhilarating abseiling and overseas adventure activities, to sponsored walks, tea parties and bridge tournaments. There is something to suit everyone.

Take part in events in your area or abroad:

- ✿ Talk to the hospice fundraiser
- ✿ 0800 716 146 (free call)
- ✿ www.mariecurie.org.uk/events

Volunteers

Volunteers are critical to the success of this hospice. They help provide

patient transport, office support, work in local hospice shops, and even offer complementary therapies. Volunteers also take part in a variety of fundraising activities. Our annual Great Daffodil Appeal in March relies on its volunteer street collectors. Each individual can make an enormous difference.

Find out more about volunteering:

- ✿ 0800 716 146 (free call)
- ✿ www.mariecurie.org.uk/volunteers

Supporting the Choice to Die at Home campaign

Marie Curie Cancer Care believes everyone should have the right to choose where they are cared for if they have a terminal illness. Research shows most people want to be cared for in the familiar and comfortable surroundings of their own home. A significant minority would choose to be cared for in a hospice or nursing home. However, more than 50 per cent of cancer patients receive end-of-life care in hospital – the place they would least want to be. The charity is campaigning across the UK for more choice around place of care.

To add your voice to the campaign or to find out more:

- ✿ www.mariecurie.org.uk/campaign
- ✿ campaign@mariecurie.org.uk

We hope you are happy with your care

Should you find it necessary to make a complaint please follow the steps below.

Step 1

Try to talk through the matter with your nurse or write to the hospice manager at the address on the back cover. He or she will try to resolve the problem quickly for you.

Step 2

If you are not satisfied with the outcome of step 1, please put your complaint in writing to:

Thomas Hughes-Hallett
Chief Executive
Marie Curie Cancer Care
89 Albert Embankment
London SE1 7TP

We will send you a written acknowledgment within two working days of receipt of your complaint and we aim to give a thorough response within 20 working days. Some complaints may take longer to investigate.

Step 3

If you are unhappy about the way Marie Curie Cancer Care handles your complaint you may wish to contact:

The Parliamentary and Health Service
Ombudsman
Millbank Tower, Millbank
London SW1P 4QP
Email: phso.enquiries@ombudsman.org.uk
Phone: 0345 015 4033

The care we provide is regulated by the:

Care Quality Commission
St Nicholas Building
St Nicholas Street
Newcastle upon Tyne NE1 1NB
Email: enquiries@ccq.org.uk
www.cqc.org.uk
Phone: 03000 616 161



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Contact us

Marie Curie Drive
Newcastle upon Tyne
NE4 6SS

- ☀ Phone 0191 219 1000
- ☀ Fax 0191 219 1099
- ☀ www.mariecurie.org.uk/newcastle
- ☀ newcastle.hospice@mariecurie.org.uk

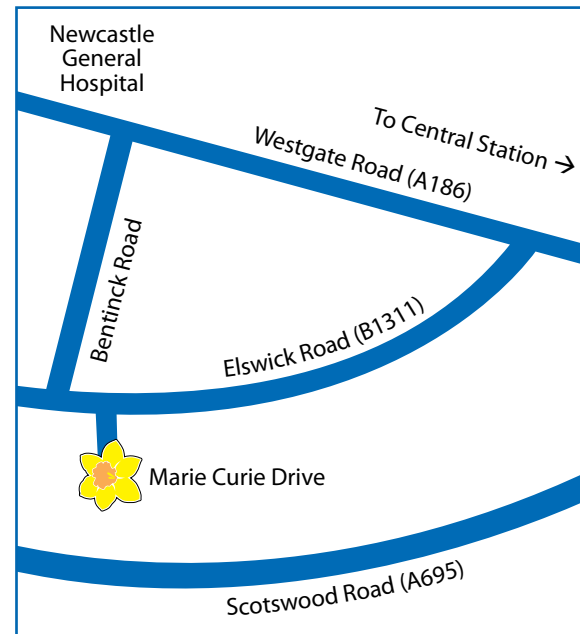
Visiting times

Flexible. Please phone for details.

Opening times for day services

Monday to Friday, 8.30am-4.30pm.

How to find us



By bus

From Central Station: 30 and 31. The nearest bus stop to the hospice is by Dallas Carpets (one minute's walk from the hospice). Look out for signposts for the hospice.

Parking

Limited parking is available in the hospice grounds.

Your local Marie Curie Hospice actively promotes quality of life for people with cancer and other illnesses and provides support for their families, completely free.

