

Caring for you

and the people close to you



How the Marie Curie Hospice,
West Midlands can support you
and your family





The Marie Curie Hospice, West Midlands provides expert care and support in a friendly, welcoming environment. All our services are free of charge for the people we help, thanks to our generous supporters.

If you or someone you care about are living with a terminal illness, we're here to help you get the most from the time you have left.

We will help you achieve the best possible quality of life, whether that's through helping to relieve your symptoms, supporting you and your loved ones at a difficult time, or advising you on practical issues.

While some people we care for stay at our hospice for a short period of time, many others visit us just for the day for all kinds of therapies, support and activities including:

- complementary therapies such as aromatherapy and massage
- emotional and practical support from our social workers
- specialist programmes to help relieve tiredness, anxiety or breathing difficulties
- educational sessions on exercise, staying active and finances
- creative activities such as crafts, music and gardening
- outpatient clinics for expert advice from our team of specialists

This booklet provides information about Marie Curie Hospices and ways we can help you and your family.

If you want to know more, please contact your local Marie Curie Hospice to arrange a visit. We'd be happy to show you around and talk to you about what we do and how we can help.

Contents

When you arrive at the hospice 4

Support from our expert team 4

Our range of day services 5

Staying at our hospice..... 8

Care in your home 10

How we keep your information safe and confidential 11

Marie Curie – who we are and what we do 12

Ways you can support us 14

Tell us what you think 17

Contact or visit our hospice 20

“Without the Marie Curie Hospice, my mum wouldn’t have had the dignity and simply amazing care that she received in the last six months of her life. The staff were so kind and thoughtful. They were there for us when we needed it most.”

Claire, whose mother was cared for at a Marie Curie Hospice

When you arrive at the hospice

Katie Hyams/Marie Curie



When you first come to the hospice, you'll be able to discuss how you feel and what you need from us with one of our doctors or nurses.

Our hospice team is very experienced in controlling pain and relieving other symptoms. This means we can make sure any immediate difficulties you're having, such as pain, tiredness or

breathlessness, are taken care of as soon as possible.

If you're staying with us, our nurses will co-ordinate your care throughout your stay and will be the main point of contact for you and your family.

Support from our expert team

As well as nursing and medical care, we're here to offer you and your family whatever social, practical, emotional and spiritual support you may need.

Our hospice has a full team of professionals on hand to help including nurses, doctors, physiotherapists, occupational therapists, complementary therapists, social workers and a chaplain. Our team has lots of experience helping people with a terminal illness and their families. We often work together with other professionals involved in your care, such as your GP, district nurse, hospital consultant and clinical nurse specialists, to make sure you're getting all the right care and support at the right time.



Simon Rawles/Marie Curie

Our range of day services

You don't need to stay with us to get the most from our hospice. We offer many different types of support for you, and your family and friends, if you come just for the day. Some of our hospices also offer day services in places closer to your home, such as a community clinic or GP surgery.

Our expert team is here to help you manage any symptoms you're having, and they'll spend time talking to you to find out what your needs, wishes and concerns are. You could attend a specific clinic at the hospice, or have a full programme of care tailored to your individual needs. Coming to the hospice can also give you the opportunity to meet and talk with other people who may share your experiences. If you're interested in any of the services listed below, just speak to one of our nurses to find out more.

Katie Hyams/Marie Curie



Physiotherapy

Physiotherapy can help you to move around and stay as active and independent as possible. This type of therapy may involve strengthening your muscles to help you to walk, or exercises to reduce shortness of breath. Working with you, our physiotherapist will design a programme for you and arrange any equipment you need to help you get around.

Occupational therapy

Occupational therapy can help you to maintain and manage everyday activities. Our occupational therapist will find out which activities are important to you, and work with you to find ways to achieve or adapt them according to your physical ability.



From cooking and dressing, to attending that special occasion, the occupational therapist will help you to work through your problems so your day-to-day activities can become easier for you to manage yourself.



Complementary therapies

We offer a range of complementary therapies. Although these therapies do not replace traditional care, people have told us about the relaxing qualities and overall benefits they often provide. Therapies we offer may include aromatherapy using essential oils and various massage techniques. Please ask us about the different types of therapies we currently provide.

Social, practical and emotional support

Our experienced social workers can give emotional support and practical advice to help you, your family and friends, including information on services and benefits that can help you and the people close to you.



Layton Thompson/Marie Curie

Where possible we will help you directly, or put you in contact with people who can provide the support you need. Some of our hospices also offer counselling sessions for children, young people and families to help them before, and through, bereavement.

Spiritual support

Some people feel they would like to talk to someone about the deeper, spiritual aspects of life. Our hospice chaplain can offer spiritual care for you and your family, whether you have a particular faith or none.

You can talk to our chaplain about things that are important to you and any worries you may have. And if you would like to see a representative from your own faith, our chaplain can also arrange this for you.



Simon Rawles/Marie Curie

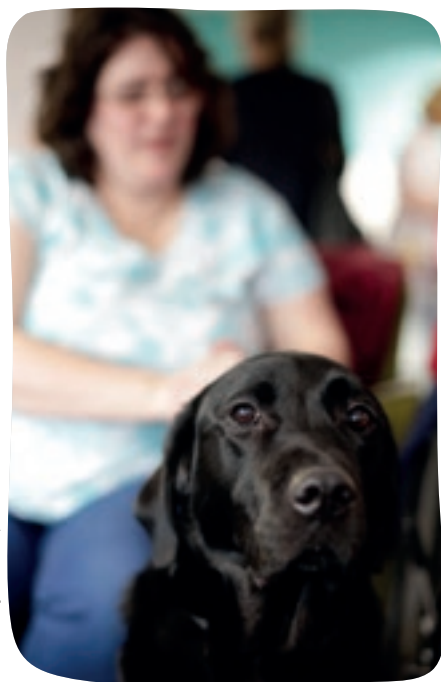
Social activities and support

In some of our hospices, we offer a range of group activities. These activities are a great way for you to meet and talk to other people in a similar situation to yourself. You can get practical advice and share your experiences with them, or join in one of our relaxing, fun or creative activities.

Staying at our hospice

There may be times when you can benefit from staying at our hospice for a few days if you need extra medical care and attention. This way, we can help make you more comfortable if you're having persistent symptoms like pain or breathing difficulties, or you're in the later stages of your illness when you may need more care.

And when you're being discharged from our hospice to your home, or a nursing or residential home, we'll work with you, and professionals and agencies involved in your care, to make sure you'll continue getting the care and support you need after your discharge.



Layton Thompson/Marie Curie

A home away from home

When you stay with us, we'll always make sure our hospice is a welcoming, friendly and supportive place for everyone including your family members, friends, children and even pets.

Our visiting hours are flexible, so people can visit you at any time. We have comfortable lounges and beautiful gardens where you can spend quality time with your loved ones and sleepover facilities if a family member wishes to be by your side through the night.

Our in-house chefs will also make every effort to prepare food to your taste and dietary needs – just let us know what they are.



Care in your home

Your GP has overall responsibility for your care while you are at home. District nurses who work with your GP can also help to assess, arrange and provide the care and support that you, or your family, may need. If you have questions or concerns about changes in your condition or the support you're getting at home, you can contact your district nurse or GP.



Layton Thompson/Marie Curie

Support from Marie Curie

Some of our hospices have teams of clinical nurse specialists who may be able to visit you at home to offer their support. Although they don't provide hands-on care, they have the time to listen to your concerns, provide expert advice on how to manage pain or other symptoms, and offer emotional support for you and your family. They can also discuss and write down any wishes and preferences you have around your care in the future.

In addition to hospice care, Marie Curie also provides other nursing care, support and information services that may be able to help you at home. You can find out more about these services on page 12.

How we keep your information safe and confidential

Katie Hyams/Marie Curie



We use your health records as a guide to help us plan and provide you with the highest quality of care. When you are referred to our hospice, we get information about you from your NHS healthcare team – your district nurse, GP or consultant – or directly from you.

The Data Protection Act 1998 and the NHS Confidentiality

Code of Practice set out the way we use your personal information.

We have a number of processes that we follow to ensure the information we have about you is safe and secure with us.

Sometimes we may need to share information about you with other agencies or individuals so that we can work together for your benefit.

We'll only ever use or pass on information about you if other healthcare professionals involved in your care have a genuine need for it. They will also be subject to regulatory requirements to keep your information confidential.

Please ask us if you wish to access your own medical records or would like to find out more about how we keep your information safe and confidential.

Marie Curie – who we are and what we do

Marie Curie is here for people living with any terminal illness, and their families. We offer expert care, guidance and support to help them get the most from the time they have left.

All our services are provided free of charge for the people we help. If you want to find out more about any of our services, please ask a member of our hospice team.



Layton Thompson/Marie Curie

Marie Curie Hospices

Our nine hospices across the UK offer the reassurance of specialist care and support, in a friendly, welcoming environment – whether you're staying in the hospice, or just coming in for the day.

Marie Curie Hospices are located in Belfast, Bradford, Cardiff and the Vale (Penarth), Edinburgh, Glasgow, Hampstead (London), Liverpool, Newcastle and the West Midlands (Solihull).

mariecurie.org.uk/hospices

Marie Curie Nurses

Our nurses work night and day, in people's homes across the UK, providing hands-on care and vital emotional support.

Our nurses can help you stay close to the people you care about most, in the place where you're most comfortable.

mariecurie.org.uk/nurses



Simon Rawles/Marie Curie



Marie Curie Helper

We know the little things can make a big difference. That's where our trained Helper volunteers come in. They can visit you regularly to have a chat over a cup of tea, help you get to an appointment or just listen when you need a friendly ear.

Helper volunteers are currently only available in some areas, but as we're expanding our service all the time, do check with us to see if we're launching one near you.

mariecurie.org.uk/helper

Information and support

We help everyone affected by a terminal illness get the information and support they need, whether you have an illness yourself or you're a family member or friend. Contact the **Marie Curie Support Line** on **0800 090 2309** (8am – 6pm, Monday to Friday and 11am – 5pm, Saturday) to speak to a trained adviser or visit our website for lots of practical information and resources.

mariecurie.org.uk/help

Research

We're a leader in research into better ways of caring for people with terminal illnesses. We carry out research to help improve care and support across our services, as well as those provided by others.

mariecurie.org.uk/research

Policy

We campaign and influence decision-makers on issues that affect people with a terminal illness and their families, to help them access high quality care and support when they need it most.

mariecurie.org.uk/policy

Ways you can support us

We're only able to provide our services free of charge to the people we help thanks to all our fantastic supporters.

If you're interested in supporting our work, our noticeboard in the hospice reception area has lots of information about local fundraising and volunteering opportunities. Our fundraising team based here at the hospice is also happy to talk to you about how you can help.

There are many ways you, or your family and friends, can get involved:

- Make a one-off donation or set up a monthly direct debit from your bank account.
- Give us an hour or two to become a collector for our annual Great Daffodil Appeal in March.
- Get involved as a volunteer.
- Take part in one of our fundraising events, or organise one of your own.



Marie Curie



Trevor Smeaton/Marie Curie

- Join a fundraising group to support fundraising activities in your local area.
- Leave a gift in your Will.
- Donate goods to a Marie Curie shop.

Find out more at
mariecurie.org.uk/get-involved
or contact us on **0800 716 146**
(9am - 5pm, Monday to Friday).





Tell us what you think

We hope the care and support we've provided to you, and the people close to you, meets your needs and expectations. We really value your comments and suggestions about our services, so we hope you'll get in touch to let us know what you think.

Giving us your feedback

There are many ways you can share your feedback with us:

- Complete our survey at **mariecurie.org.uk/feedback** or by using a tablet device if you're in one of our hospices.
- Leave us a comment, for example to compliment a nurse or team that cared for you, or tell us what we could do better, at **mariecurie.org.uk/comments-complaints**
- Email us at **comments@mariecurie.org.uk**
- Call our Support Line on **0800 090 2309** (8am – 6pm, Monday to Friday and 11am – 5pm, Saturday).
- Write to: Director of Caring Services, Marie Curie,
89 Albert Embankment, London SE1 7TP

We may also call to find out how things are going for you, and to ask for your feedback on the care and support we've provided. If you don't want us to contact you, please let us know by calling **0800 634 4520** (9am – 10.30pm, seven days a week).

If you're particularly pleased with the care and support you've received from us, and want to help us to reach more people by sharing your story, please let us know by:

- visiting our website at **mariecurie.org.uk/mystory**
- emailing us at **mystory@mariecurie.org.uk**
- writing to: My story – Communications team, Marie Curie,
89 Albert Embankment, London SE1 7TP

Making a complaint

We work hard to offer high standards of care and support at all times but sometimes things go wrong. If you're unhappy with the service that we provide, please let us know so we can improve and try to make sure other people have a better experience.

When something has gone wrong, we would like to, if possible, sort it out straight away. If you're being cared for at a Marie Curie Hospice, the best person to talk to is the nurse in charge of the ward. You can ask at reception too, and someone there will direct you to the right person.

There are also other ways you can make a complaint or share a concern with us. You may wish to:

- complete our feedback form at **mariecurie.org.uk/feedback**
- call our Support Line on **0800 090 2309** (8am – 6pm, Monday to Friday and 11am – 5pm, Saturday)
- write to: Patient and Carer Experience Team, Marie Curie, 89 Albert Embankment, London SE1 7TP

You can also find more information about our complaints process at **mariecurie.org.uk/complaints**

Is there a time limit for me to make a complaint?

It's best to tell us as soon as possible after the event you're complaining about. This could be up to 12 months after the event or after finding out you have cause to complain.

We may still investigate complaints more than 12 months after the event if there's a reason the complaint could not be made earlier, and if it's still possible for us to investigate what happened.

Will my care be affected if I complain about your services?

No, not at all. If you make a complaint, it will not affect the services we provide to you in any way. We'll treat any information you give about your complaint with sensitivity and full confidentiality, and it will be kept separately from your clinical records.

What will happen when I raise my concern?

We'll acknowledge your complaint within two working days from the date we receive it. Where possible, we'll discuss your complaint with you to understand what has happened and also talk about:

- how we'll investigate your complaint and how long it will take us to do so
- what you would like to see happen as a result of your complaint
- how you would like to receive your response – for example, by phone or mail

What if I'm not satisfied with your response to my concerns?

If you're unhappy with our response and feel that we've not addressed your concerns or that we've missed something, please let us know. We'll see if there's anything else we can do to resolve your complaint and try to address any remaining issues that you've raised with us.

If you would like to take matters further, please contact the Parliamentary and Health Service Ombudsman.

Phone 0345 015 4033 or visit ombudsman.org.uk

The Care Quality Commission regulates the care that we provide.

Phone 03000 616 161 or visit cqc.org.uk

Marie Curie Hospice, West Midlands

0121 703 3600

westmidlands.hospice@mariecurie.org.uk

mariecurie.org.uk/westmidlands

Opening times: Our day services opening hours vary depending on the activities we're offering on the day. Please ring us to find out more. For in-patients, visiting times are flexible. Please phone for details.



**Marie Curie Hospice
Marsh Lane, Solihull
West Midlands
B91 2PQ**

There's plenty
of parking in our
hospice grounds.

By bus

Regular bus services connect Solihull with most parts of the West Midlands. Local bus timetables are available from the Solihull tourist office on 0121 704 6130 or email tourism@solihull.gov.uk

By train

From Birmingham (Snow Hill and Moor Street stations):
Trains go to **Solihull Station**.
The hospice is a 20-minute walk away.

Marie Curie is here for people living with any terminal illness, and their families. We offer expert care, guidance and support to help them get the most from the time they have left.

mariecurie.org.uk

Charity reg no. 207994 (England & Wales), SC038731 (Scotland) A804