

Your Guide to Hospice Care



THE
PRINCE
OF
WALES
HOSPICE

Care. Compassion. Community.

Support for every step of your journey

We know that hearing the word “hospice” may feel frightening, and many people are unsure what hospice care means. The Prince of Wales Hospice can provide so much more than many people expect.

We offer a wide range of services designed to support people living with a life-limiting illness, as well as their families, carers and loved ones. From symptom management and wellbeing support to counselling, exercise groups and practical advice, our services are focused on helping people live as well as possible. In this booklet, you'll find information about the support available and how we can help you at every step of your journey.



Wellbeing and Community Services

You don't need to be an inpatient at the Hospice to access our Wellbeing services.

Our Wellbeing Team provides support to anyone who is living with a life-limiting diagnosis, frailty conditions, experiencing isolation, or coping with bereavement.

Our offer extends to those who are important to the person experiencing these life-changing events.

We are here to support people across the Five Towns community. If you're unsure whether we can help, please get in touch. We're always happy to chat and offer guidance.

Counselling and Listening Service

We offer a friendly listening ear when you need support. Whether you're dealing with a difficult diagnosis or simply feeling overwhelmed, our team is here for you.

- **Drop-In Sessions in the community:** These take place at various locations (see our website). You can also arrange to come to the Hospice for a friendly chat.
- **Counselling:** We offer face-to-face or phone appointments, our counsellors offer a safe, supportive environment to talk. Up to 10 sessions are available.
- **Daytime and evening appointments:** We understand people's lives are different, which is why we offer flexible counselling times, including some evening appointments.

Complementary Therapy

Our Complementary Therapy services are designed to support emotional and physical wellbeing during challenging times. These therapies are not a replacement for traditional medicine but can help to promote relaxation, stress relief, and symptom management.

We offer individual therapy appointments or group therapy, offering tailored treatments to help manage stress, anxiety, pain, poor sleep, and more. Our experienced complementary therapist can offer a range of treatments from massage to Reiki.

Complementary therapy sessions are also available for family members. Please speak to a member of staff to access the service.

Booking is required.

Drop-In Sessions in the community

We would like you to access support and information as easily as possible. Our Drop-In Sessions are an informal opportunity to meet the team and learn more about our services.

These sessions are a great way to meet others in your community who might be going through similar experiences.

Sessions are run at various locations in our local community. Please see our website for our current sessions: **pwh.org.uk/support**

No booking is required for these sessions.

Accessible Bathing Service

Our bathing service at the Hospice helps people who may struggle with bathing due to frailty or mobility challenges. A soothing bath can be a lovely way to relax, reduce stress, and improve physical wellbeing. Our bathing service helps you enjoy a relaxing soak in our state-of-the-art Jacuzzi bath. Toiletries can be supplied if needed and our friendly staff are on hand to help.

Our bathing service is available on weekdays and booking is required.

A small donation of £15 helps us continue offering this service.

Craft Group

Our Craft Group offers an opportunity to engage in creative activity through arts and crafts. You can relax and unwind in a supportive environment with other people.

Art as Therapy: Crafting can serve as a distraction from life's stresses and help improve emotional wellbeing. It's a great way to connect with others while creating something meaningful.

Our craft group is held at The Prince of Wales Hospice.

Booking is required.



Information Sessions

We offer practical and informative sessions to help you navigate important aspects of care, future planning, and health management:

- **“Putting Your Ducks in a Row”:** Learn about Advance Care Plans, Lasting Power of Attorney (LPA), and Will writing, with support from our team and a local solicitor.
- **Managing Breathlessness:** Tips from our Physiotherapist on how to manage breathlessness at home.
- **Reducing the Risk of Falling:** Advice and tips on how to prevent falls and stay safe at home.

Booking is required.

Bereavement Support

We offer compassionate support for anyone who has experienced the death of someone who has been cared for by The Prince of Wales Hospice, either in our Inpatient Care unit or in the community. Our Bereavement Support is tailored to you, which could be individual and / or small group counselling to help you process grief in your own time and in your own way.

- **Bereavement listeners:** Our trained listeners can offer support either face to face or over the telephone.
- **Bereavement counsellors (Trainee / Qualified):** Our qualified and trainee counsellors can offer up to 10 counselling sessions, either in person or by phone.
- **Groups:** We also run bereavement groups, so please refer to the Hospice website for updates.

Our Wellbeing and Community Team

When a person comes to the Hospice, we know it can be daunting and the fear of the unknown can cause nervousness for them and their family.

Our dedicated team is committed to offering expert information and support, which will help those dealing with difficult and challenging situations.

Our Wellbeing team is here to support in whatever way we can. This may include helping create lasting memories, such as cards and memory boxes. Helping people to continue hobbies and interests such as reading, watching films, knitting and painting, or by spending time chatting and finding out what is important to the person.

Special occasions such as birthdays, anniversaries and weddings are celebrated at the Hospice, and we can arrange delicious afternoon teas to help you celebrate.

How to access the Wellbeing Services: You can find out more about locations, schedule, and book by visiting our website at www.pwh.org.uk/support. Alternatively, you can call our Wellbeing Team at 01977 781451.



Inpatient Care

At The Prince of Wales Hospice, we provide care for patients who need 24-hour specialist care. This is supported by a skilled and compassionate Multi-Disciplinary Team including Medical Consultants, Doctors, Nurses, Nurse Associates, Health Care Assistants, a Social Worker, a Physiotherapist, an Occupational Therapist, Counsellors and Complementary Therapists.

The Hospice offers lots of services, and is not just a place where people come to die. We support people with symptom management or when they or their family need support if their condition changes. Lots of people are discharged back home when their condition has been stabilised.

Our aim is to support people in our care by understanding what is important to them, managing any symptoms and when required, providing end of life care. We assist people to make informed choices and decisions about their care.

We provide a welcoming environment, which is inclusive, supportive and respectful of the person's life, their intrinsic value, privacy, dignity, culture, autonomy, faith and beliefs.

Our team works closely with all the people needing our support, which includes families, carers and loved ones. We want everyone to feel supported in their physical, emotional, spiritual and social needs.

We care for people with a wide range of life-limiting illnesses, not just cancer.

People may come to the Hospice from a variety of settings. This may be from home if they need some support following a deterioration or changes in condition. Others may be referred from hospital if acute interventions are no longer required.

All our bedrooms are private single rooms with en-suite showers, TVs and French doors opening onto our beautiful gardens.

We have a bath available for people in our care that includes Jacuzzi bubbles, mood lights and music.

We welcome everyone to use of our Garden Room, a comfortable space to sit together, share a meal, enjoy a conversation or simply relax. Our gardens are also available for everyone to enjoy.

Our Catering Team ensure delicious food is available which is nutritious, balanced and varied. They are happy to accommodate favourite foods and personal preferences wherever possible.

Visiting is usually 9 am to 9 pm, however this is flexible. Visiting outside these hours can be arranged with the nurse in charge, taking into consideration each person's particular requirements.

There is not a set number of visitors allowed. Children are very welcome, and we are also happy to welcome well-behaved pets. We simply ask everyone to be considerate of other people and families so we can maintain a safe and caring environment for all.

How to access the Inpatient Care service: If you feel you need to be referred, please speak to your health care professional: GP, Hospital Doctors, Specialist Palliative Care Team or District and Community Nurses.



Lymphoedema Service

Lymphoedema is a swelling condition that usually affects the arms and legs. It is most often caused by the removal of the lymph nodes as part of treatment for cancer, though the swelling may not start for many years after surgery. It can also occur genetically.

Lymphoedema is not curable, but the buildup of fluid that causes the swelling can be treated and managed at our clinic and through suggested activities at home. Our lymphoedema team help with skincare, infection control, exercise, fluid drainage techniques, weight management and the provision of garments.

Patients can be referred for management of lymphoedema secondary to cancer and/or cancer treatment, recurrent cellulitis or trauma and confirmed lymphoedema.

Clinics are held at the Hospice in Pontefract and The Rosewood Center at Dewsbury District Hospital.



How to access the Lymphoedema service:

Referrals can be made by calling 01977 781459, emailing Lymphoedemapwh@nhs.net, through the Hospice website, or by post.

Patients may self-refer by calling 01977 781459 if the swelling is secondary to cancer/ cancer treatment or if they are previously known to the clinic.

Who do we support?

Each year, we support more than 1,600 local people and those closest to them. Our services are available to:

- Adults aged 18 and over
- People living with a life-limiting illness
- People living within the Five Towns area of the Wakefield district (our Lymphoedema Service is available across the whole Wakefield district)
- Family members, carers and loved ones who may also need support

If you're unsure whether our services are right for you, please get in touch. We're always happy to help.



Is our hospice care free?

We are a charity and provide our services free of charge, based entirely on need. (For the Bathing Service, we might ask for a £15 donation). But it costs over £5 million a year to run the Hospice, and only around 35% of this cost is covered by NHS funding. The remaining we have to raise – and this comes from our generous community through donations, our charity shops, our commercial catering company, The Caring Kitchen and other fundraising initiatives. We couldn't do it without your support.

How can you make a difference?

Even a small gift can make a difference:

£12.50

could help pay
for a patient's
afternoon tea

£20

could go towards the cost of
one patient room for an hour
(including nursing, doctors,
catering and housekeeping)

£330

could help with the
cost of our 14-bed
Inpatient Care unit
for an hour

There are many ways you can support loving hospice care, from fundraising to volunteering. Find out more about how you can get involved at www.pwh.org/supportus or call to donate on 01977 708868.

Thank you.



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