

A guide to our **services**



**dignity respect diversity choice
care understanding pride support**



**We provide care to patients with a life limiting illness across
our community and support their families**



About our services

Peace Hospice Care is dedicated to improving the quality of life for patients, families and carers facing a life limiting illness by providing care and support in the setting of their choice. Our services are delivered to patients across our community by a highly skilled team of specialists.

Peace Hospice Care has three core services: –

Community Services

The Starlight Centre

Inpatient Care

All our services involve our patients and their families/carers in their individualised care choices and work in partnership with other health and social care professionals.

Community Services



Hospice at Home

Our Hospice at Home team look after patients and their carers who prefer to remain at home. They can provide symptom control, psychological support and personal care. They can also deliver a rapid response service in times of crisis.

Community Liaison Team

Led by a Clinical Nurse Specialist, this team is the single point of contact for all referrals to our Hospice services. Whether you are a patient, relative, carer or healthcare professional we can assess and advise on the most appropriate services for you.

We have a range of outpatient clinics including:

- Assessment clinics
- Brain tumour clinic
- Medicine review clinic with doctors and clinical nurse specialists

Herts Neighbours

Through a team of volunteers, the service provides people who are approaching the end of their lives with a little extra support.

A volunteer can help with many things, such as how to use Skype, attending medical appointments, shopping or other domestic chores. Having someone to provide a listening ear or practical support at this important time of life can be a great help.

The Starlight Centre

A centre that enables you to achieve the best quality of life possible by empowering you to take back control of your life.

The centre's multi-professional team has a wide range of skills that can be tailored to your personal needs and goals.

Sessions can be run as workshops, courses, one off or ongoing, on a one to one or group basis.

Rehabilitation Services

- Trained specialists focussing on physical activity and self-management, enabling you to live as independently as possible
- The team focus on what is important to you and work with you to provide strategies and opportunities to maximise your potential

Wellbeing Services

- A variety of activities aimed at enhancing overall wellbeing by improving self-confidence, self-esteem, social interaction and meaningful occupation
- Symptom control clinics

Counselling & Bereavement Services

- A range of support for those adjusting to life changing illness, loss and bereavement
- Bereavement support can be offered regardless of any previous connection with the Hospice





Inpatient Unit

We are a short stay unit that offers single sex accommodation for up to 12 people in a mixture of twin and single en-suite rooms, each with access to a peaceful garden area. Our multi professional team provide a high staff to patient ratio. This allows us to give dedicated support to patients and their carers, not only with symptom control but also offering time to explore emotional and wellbeing issues to help understand what is happening to them.

For further information or advice regarding referrals to all our services please contact our Community Liaison team on 01923 330330 or 07952 999101 or email referrals.peaceospice@nhs.net



About us

Peace Hospice Care provides outstanding specialist care and support to improve the quality of life for patients, families and carers facing a life limiting illness.

Those who access our services are treated with dignity and respect, and where possible in the setting of their choice.

It costs over £5 million every year to continue providing our services. As a charity, we rely on the generosity of our supporters for around 80% of this money.

For further information or advice regarding our patient services please contact our Community Liaison team on 01923 330330 or 07952 999101 or email referrals.peacehospice@nhs.net

If you have any suggestions for improvements to our service or would like to make a complaint please see our 'How to Complain' leaflet or write to our Chief Executive at the address below.

Our services are monitored by the Care Quality Commission and we may be required to submit Personal Identifiable Data to them on request.
www.cqc.org.uk

If you would like a copy of this document in LARGE PRINT, Braille, or audio format, or if you would like this information explained in your own language, please contact us.

Peace Hospice Care

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