



Dorothy  
House

# Providing personalised palliative and end of life care



End of life care for all

# Growing our care

**Dorothy House serves an area of approximately 800sq miles and a community of over half a million people, stretching across Bath & North East Somerset, parts of Wiltshire and Somerset.**

Our unique purpose under our strategy, titled 'It's personal', is 'to empower, collaborate and deliver so that no one faces death alone'.

We want to be able to look after more patients and their families at an earlier stage, for longer and closer to home. Effective, compassionate care can only be delivered by treating each patient individually, so our approach will always be patient-led, asking 'what matters to you?'.

Over the years we have learned from our experiences, developed our expertise, our knowledge and our specialisms so that we are best placed to meet the growing needs of our patients, families, carers and the community. Our purpose is built on the vision of a society where death is part of life.

We are a passionate, skilled and committed workforce, made up of staff and volunteers. Our team is bold, courageous and prepared to meet the challenges of the future.



Dorothy House serves an area of 800sq miles and a community of over half a million people.



## Our services

**All our services are free of charge. To be referred to Dorothy House you can talk to your GP, district nurse or other healthcare professional. You can also refer yourself, or a loved one to Dorothy House via simple forms on our website. If you would like to discuss a referral further, please call our Clinical Coordination Centre on 0345 0130 555.**

### 24hr Advice Line

Our advice line is available night and day for patients, their families/carers and healthcare professionals who need immediate medical advice on someone's care. It is run by experienced nurses who have round-the-clock access to specialist medical advice from our own doctors.

### Hospice at Home

Our Hospice at Home service, delivered by specially trained healthcare assistants, provides packages of care to help people remain at home in the later stages of their life. Our experienced healthcare assistants support patients and their families, keeping the patient as comfortable as possible within a familiar setting. At the very end of life, our Hospice at Home team will work with the family to agree a number of visits to meet the patient's personal care and emotional support needs.



## Nurse Specialists

Our Nurse Specialists provide expert advice on symptom control, offering an opportunity for patients to talk about any fears and anxieties, to discuss advance care plans and preferences for future care. They provide up-to-date information about other services, while also supporting families and carers, including during the early days following a bereavement. They work closely with district nurses, specialist doctors and other members of the primary healthcare team to ensure care received is seamless and to the highest standard.

## Inpatient Unit

Our 10-bed Inpatient Unit (IPU) at Winsley is a specialist care environment for people whose palliative symptoms and/or end of life care cannot be successfully managed at home. Patients usually stay for a short time to access complex care, for help managing symptoms and medication, and planning future care. IPU offers access to our full suite of health and social care professionals such as medics, dietician, physiotherapy, spiritual, social and psychological support and occupational therapy teams.

## Wellbeing Services

Our nurse-led Day Patient services offer opportunities for patients to meet other patients and share experiences. The service gives patients access to our multi-disciplinary team who give individual care and support. We aim to provide a space for patients to be themselves, try new activities, share experiences and plan ahead.

## Therapies

Our holistic approach prioritises wellbeing, relaxation and independence through our range of therapies and treatments. The multi-disciplinary therapies team will tailor the service to meet individual needs and, where appropriate, can also be accessed by families and carers.

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**The Physio and Occupational Therapists** see people at home or in the community. They hold a range of in-person and online courses aiming to maintain and improve mobility, independence and quality of life.

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**The Complementary Therapies Team** use their skills to aid relaxation, address sleep problems and promote general wellbeing. Our team of qualified therapists can provide aromatherapy, massage, reiki and reflexology.

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**Our specialist lymphoedema treatment** and practical support is available to those who are living with this condition.

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**Dietetic advice** is also available, focusing on the particular nutritional needs of palliative patients to improve quality of life by giving practical support.

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**The Creative Arts Team** offer a variety of artistic opportunities, as creativity can help to improve concentration, confidence and mood.

## Family Support Team

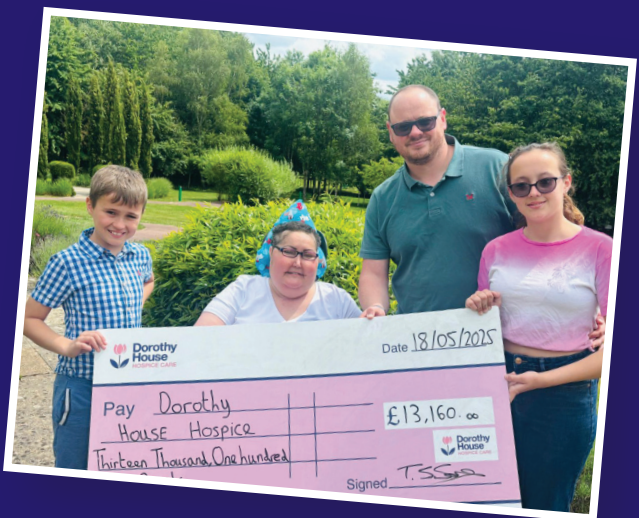
This experienced team of specialists includes social workers, counsellors, children's workers, therapists and spiritual support staff to help patients and their families adjust emotionally, spiritually and practically, at any stage of illness. Working with individuals or groups, our team provides a variety of approaches to care for our community, including bereavement groups, children and young people's services and spiritual care.

# Michelle's story

Michelle was diagnosed with breast cancer, later learning that it had spread, discovering 18 brain tumours. With a terminal diagnosis, she was referred to Dorothy House for end of life care. We were able to support Michelle and her family in a number of ways. Michelle received treatment for lymphedema, and complementary therapies including massage to ease her symptoms. She was also supported by our Spiritual Lead and spent time in the Beacon at Winsley, a space she felt was beautiful and calming. The family received counselling from our Family Support Team, and created a memory vase with our Creative Arts team.

"The support you get, it makes it so much easier, it's not scary. It's actually so relaxing and supportive. We had friends that were scared of it and I don't think that they got the support that they needed, whereas actually, I'm not scared. I'm not scared at all." - Michelle.

Michelle and her family did some brilliant fundraising for the Hospice, including a charity football match at Corsham Football Club. With amazing support from the community, the Jones family raised more than £13,000.





## Get involved

We rely on the generous support of our local community to ensure we can continue our work of providing compassionate, personalised care at a time when it matters most. For every £1 we receive from the NHS we have to raise £4.

### Fundraising

There are so many ways you can support the Hospice: you can make a regular gift towards our work, sign up for one of our events, take on a sponsored challenge, leave us a gift in your Will, set up a memorial fund for a loved one and many more opportunities. If you're thinking about raising money for us, our Fundraising Team would love to support you: **01225 721 480**

### Retail

Our Dorothy House Retail shops are vital in supporting the Hospice. We rely on amazing volunteers, generous donors (who give us their good quality, pre-loved goods, clothes and furniture) and our customers, all of which make a huge difference. To find your closest shop visit: **[dorothyhouse.org.uk](http://dorothyhouse.org.uk)**

### Volunteers

We have more than 1,000 volunteers working in over 40 roles across the organisation. Their passion, expertise, enthusiasm and commitment keep our doors open. If you're interested in joining our team, please contact Volunteer Services: **01225 967 460**

# Phone

Switchboard: 01225 722 988

Fundraising: 01225 721 480

24hr Advice Line: 0345 0130 555

# Online

[dorothyhouse.org.uk](http://dorothyhouse.org.uk)

[info@dorothyhouse-hospice.org.uk](mailto:info@dorothyhouse-hospice.org.uk)



# Post

Winsley, Bradford-on-Avon, Wiltshire, BA15 2LE

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Dorothy House is a registered charity in England and Wales (275745).

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