

# Information for patients

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*Welcome to Hospiscare, Searle House*

**Because every day matters**

[www.hospiscare.co.uk](http://www.hospiscare.co.uk)



**Hospiscare**

Caring in the heart of Devon



## Information for patients

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## Welcome to Hospiscare, Searle House

Welcome to the Inpatient Ward. In this booklet we aim to answer some of the questions or concerns you may have, but we encourage you to feel safe and supported and able to ask questions at any time.

Our aim is to provide treatment and care appropriate for you and your family's needs, and we will help you settle in to the hospice for your stay.

We appreciate that the hospice may be new to you and so the following information will help. Please let us know if you think there is anything we should add for the benefit of future patients. If you have any questions that arise from reading this please discuss them with a member of staff.

If you would like a copy of this information to take home with you, please ask. A large print or audio copy is available on request. Please ask if you would like this booklet translated into another language.

We encourage patients, family and friends to read this booklet and we have added specific information at the end for visitors.

Thank you.

**Judy Vick**  
**Inpatient Unit Manager**

## A history of Hospiscare

Hospiscare is a local charity. We began our community nursing service in 1982, giving skilled care and support to patients and their families at home.

Our Exeter hospice, Searle House, opened in 1992 to offer care to 12 patients and their families, as well as day hospice facilities. With the opening we expanded our expertise, adding a team of doctors and a chaplain.

Hospiscare has continued to grow and we now offer care services throughout Exeter, Mid and East Devon, and have day hospices in Honiton and Tiverton.

## To contact our nurses: 01392 688044

This is a direct line to the nursing office. Ask your relatives to ring this number if they want to talk to one of our nursing staff.

We are happy to answer telephone enquiries but we will not discuss details about you by telephone unless you are happy for us to do so.

Our ward meeting is between 9.30am and 10.30am so it is helpful to avoid calling at this time if possible.

## For others to contact you: 01392 688047

This phone rings at the nursing station and will be taken to your bedside. Ask your relatives and friends to call this number if they want to speak to you.

If you have a mobile phone you are welcome to use it.

If you use our phone for outgoing calls we are grateful for donations toward the cost.

## Hospiscare's values

We shall put your needs as a patient, and those close to you, at the centre of all we do.

We shall be sensitive, honest and clear in all our communications. Communication is key to our work. We listen carefully to you, both as a patient and as an individual, to determine your needs and we shall explain the situation clearly and honestly and support you in the choices you make.

We recognise there are times when honesty may be distressing, but even then we will not mislead you. We communicate clearly and consistently about the services we provide.

We respect individual's choices and personalise our service to their needs. For you as the patient we recognise the need to balance unpleasant treatments with positive therapies such as massage. For your relatives we recognise the need to grieve, but we encourage them to live as well.

## Hospiscare's aims

Hospiscare offers high quality treatment, care and support to people with a life-threatening illness and those close to them. We tailor our service to the needs of each individual. We aim to meet emotional, social and spiritual needs as well as physical ones, enabling people to make the most of their lives within the limitations of their illness.

We provide care in our hospice ward, day centres, community nursing at home, and via our team in the Royal Devon and Exeter Hospital. The services are available free of charge to all those who need them in Exeter, Mid and East Devon. Hospiscare also provides expert support and advice to health and social care professionals.

Hospiscare is a registered provider of adult hospice services and is governed by a Board of Trustees. Hospiscare's multi-professional team all have appropriate qualifications and experience in palliative care.

## Coming to the hospice

There are many reasons for coming to the hospice. Common reasons include:

- to use our knowledge and expertise to manage a symptom that is causing you difficulty or distress. Unresolved pain, nausea, sickness shortness of breath or constipation are some of the most common problems that we are asked to help with
- for a specific treatment or care, such as: a blood transfusion, or drainage of fluid from the chest or abdomen
- for care at the end of life when it is not possible to remain at home, or when you need care or treatment only available at the hospice.

This hospice is not for long stays. The length of time you stay with us will depend upon the treatment and care you need, and the time required to assess, agree and put in place ongoing care.

Your individual needs will be put first when planning your discharge. We will carefully plan further care with you, your family, your district nurse, GP and social services where appropriate.

## Useful things to have with you:

- personal toilet articles: soap, shampoo, tissues, toothpaste, etc
- male patients should bring their shaving kit or electric razor
- nightwear, dressing gown and slippers
- comfortable indoor clothes. You are encouraged to dress in comfortable clothes whenever possible
- a small amount of money for purchases such as newspapers, which our volunteers will arrange for you.

Please bring all the tablets and medications that have been prescribed for you and you are taking regularly. You do not have to provide:

- towels and flannels, these are provided

- large sums of money, jewellery or articles of value. Any valuables or money should be handed to the nursing staff for safekeeping, a receipt will be given. Hospiscare cannot accept responsibility for the loss of property or damage to personal possessions.

Mains powered electrical items have to be tested for safety before they can be used in the hospice. In some circumstances, with prior agreement, it may be possible for you to bring your own electrical appliances.

## When you arrive

When you arrive at the hospice you will be welcomed by the staff who will be directly involved in your care. The staff will show you around and ensure that you know where the bedrooms, bathrooms, and sitting rooms are. Please tell us if you have any needs we should know about, especially if you would like added privacy at any time.

## Your first assessment

Once you are settled, a nurse and a doctor (usually together) will meet with you to talk about your illness and problems, and to examine you. If you wish, your family or close friends can stay with you; please let us know. The nurse and a doctor will also talk to you and your relatives about the medications you take and when you take them.

If you feel up to it, the staff will wish to discuss your immediate plan of treatment and care with you and ensure your wishes and needs are clearly understood.

You will have either the red or blue team care for you during your stay. This will mean familiar faces for you and helps us get to know and understand what matters to you.

If you have brought medications with you, we will store these safely. Occasionally we may keep some of your medications, but we prefer to send the rest home with your relatives if possible.



## Please ask questions

Please feel free to ask questions of the doctors, nurses and other staff. We will do our best to explain things clearly and in a sensitive and compassionate manner that you are comfortable with. If you are worried, upset or do not understand what is happening, please try to share your thoughts with us, or ask a friend or relative to talk to us for you.

## Your medication

### New medication

We may recommend that your medication is changed as part of our treatment and care. We will discuss any changes with you, ensure you understand and obtain your verbal consent where appropriate.

We usually give medication regularly as prescribed by the hospice doctor. If you experience any unpleasant symptoms between these times it is important to let the nurses or doctors know so that your medication can be reviewed.

Medication is usually taken by mouth as a tablet or liquid. If you are finding it hard to swallow or feel sick, it may be more effective to give your medication in a different way. This may be by a plaster patch, as an injection or using a syringe driver pump. This is a tiny plastic tube just under the skin that is attached to a battery driven pump.

## How we use medications

We carefully choose all the medications given to you. Our experience has shown that some medications can be used for purposes other than those identified in the marketing license given to the producer. This use of medications beyond license is common and safe practice in hospices and palliative care departments.

## Self-administration

If you feel able, and would like to be responsible for your medication, we will ask you to sign an undertaking to self-administer some or all of your medicines. We are happy for you to administer eye drops, nasal sprays or inhalers if you feel well enough.

## When you leave the hospice

Before we discharge you from the hospice a nurse will go through your medication with you and check that you understand what it is for and when to take it. We will give you a medication chart that will be a helpful record for you and for doctors and nurses involved in your ongoing care. When others need to continue specific care, such as a syringe driver, we will liaise with the nurses concerned and ensure they have the appropriate information. A hospice doctor will let your own doctor know what medication you are taking when you are discharged from the hospice.

## Access to Hospiscare health records

The Data Protection Act 1998 entitles you, or a representative authorised on your behalf, to be able to make a request for access to your health records. Ask a member of staff if you would like to make a request. We are required to keep your medical records, or a copy, securely for 8 years after your care with us, after which they will be confidentially destroyed.

## How we aim to care for you

We use our expert experience to recognise all the different ways your illness affects you. We know that people often have emotional, spiritual and psychological needs as well as physical ones.

## Your involvement

Your needs and wishes are central to our treatment and care recommendations. We will discuss the planning and delivery of your care and treatment with you as appropriate, unless you indicate otherwise. You will be

given time and space to weigh up the pros and cons of proposed treatment and care, and to discuss with your family and friends if you wish to.

The views of those close to you are also important. If you wish we will establish the views of friends and family to help us make decisions that are in your best interests. However, we will not talk to relatives, carers or friends if you indicate you do not want us to.

## Hospiscare staff and others who help

The Hospiscare staff are a multi-disciplinary team who wear different uniforms according to their role:

Inpatient Services Manager	Plain clothes
Inpatient Services Senior Nurse	Dark navy
Staff Nurse	Royal blue
Healthcare Assistant	Mid blue

Male staff wear a white tunic with corresponding epaulettes.

Throughout the year, we have student nurses working with us. They are very much part of our nursing team and are always mentored by a trained nurse. They wear a blue and white striped uniform.

## Medical staff

One of our consultant-led specialist medical team is always on duty. We have medical consultants, specialist doctors and a registrar; an experienced doctor training to be a consultant. The medical staff do not wear uniform but all wear a name badge and will make themselves known to you. Medical students may be present on the ward. Our clinical teams teach at the Exeter Medical School where students as part of their training are required to spend time at the hospice, including discussion time with patients and relatives. We will always discuss with you whether you are happy to speak to the students and we fully appreciate when symptoms or situations make this inappropriate.

Each day, one of the medical staff will be responsible for your treatment and care. They will review and assess your treatment and care with you and your relatives as appropriate. Please ask if you would like to speak to the medical staff during the day or if you or your family would like to arrange an appointment to see them.

## Discharges

The team will help you consider your wishes and options. The Discharge Coordinator together with the doctors and nurses will plan with you and, if you wish, your family your ongoing treatment and care following discharge. We can also refer you to a range of expert help and support if you need it. Please tell us your concerns and wishes. You or your family may be worried about how they will cope when you die. We work with a bereavement team who will be there to help.

## Chaplain and Spiritual Care Coordinator

Hospiscare welcomes patients of all beliefs, and of none. The Chaplain provides the leadership for pastoral and spiritual care of patients, carers and their families within the hospice.

The Chaplain and his team of volunteer assistants are available for patients and their families to talk to, and can provide Holy Communion for patients. They can also access support from other Christian denominations, religious communities or spiritual bodies through any relevant organisation. The Chaplain is a willing listener and is available to all, regardless of their beliefs. Our beautiful chapel offers a quiet space for all.

## Volunteers

Volunteers are valuable to Hospiscare and the hospice and are well-trained in confidentiality and safeguarding. They have many roles on the Inpatient Ward, including: serving tea, coffee and lunch, arranging and caring for plants and flowers, and replacing water jugs.

Volunteers welcome visitors to reception and guide them as they arrive. The volunteers do not wear a uniform but all have a name badge.

## Housekeeping staff

Our **Cleaning Team** are an important part of the Inpatient Ward. They make themselves as unobtrusive as possible, whilst making sure that our high levels of cleanliness and hygiene are maintained. They work hard on the ward throughout the day.

Our **Ward Secretary** supports the team and managers, and has an office in the ward. She also coordinates the sale of the paintings that you see around the hospice - contact her for further details.

## Complementary therapies

A trained complementary therapist is available on week days. They offer aromatherapy, massage, Indian head massage or reflexology and can also assist with relaxation techniques. We also have a team of therapy-trained volunteers. A therapist will be available most afternoons, if you would like a therapy at a different time please ask. The service is free of charge.

## Planning your personal care

The nursing staff will plan with you what help you would like with personal care. This may include bathing, showering or dressing at a time that suits your needs and staff availability. Our aim is for everyone who wishes to, to be as independent as possible, but we also want to help when you need it. We may be able to arrange for a manicurist to visit from our day hospice if you wish. We can also arrange a visit from a hairdresser; this needs to be booked and a small charge will be made.

## Living Wills

If you become less well, relatives and carers can often help us understand how you would wish to be cared for, and we will ask for their views. But unless they are named in a legal lasting power of attorney they cannot make decisions on your behalf.

You may request an Advocate to represent you, please discuss this with us. Your preferences and specific wishes regarding your care and treatment are important to us. If you have concerns or would like to make your wishes known then please do say. We have a range of documents to help you think about what you may wish if you become too unwell to express yourself. You may have already prepared an Advance Wishes or a Living Will, or just written down what you would like us to do or not do. Please make sure we know about this.

Treatments such as antibiotics, blood transfusions or fluid via a drip are used in the hospice when appropriate and after discussion with you. If you decide not to continue with such treatments your decision will be respected.

## Tissue donation

You may have already thought about tissue donation. For instance, a donated cornea could restore the sight of a blind or partially sighted person. Discussing your wishes with your family and joining the organ donation register are steps you can take if you wish to donate. Please ensure your family and friends know your wishes.

We are happy to advise and can contact the transplant team if you want more details.

## Resuscitation

Our main aim is to maximise your comfort and dignity. If your condition suddenly deteriorates we will continue active supportive care to fully treat any symptom or distress.

There are no set standards about attempted resuscitation at the hospice. For most patients admitted to the hospice, if their heart or lungs suddenly fail then attempted resuscitation will do more harm than good. We recognise this is an important subject for you. If you are well enough and wish to talk about attempted resuscitation, we are always happy to discuss this with you and your family or friends.

In the few cases where attempted resuscitation might be appropriate, we will perform basic life support and will call emergency services to make an urgent transfer to the Royal Devon and Exeter Hospital.

## Prevention and control of infection

Thorough hand washing is the most effective way to control and reduce the spread of infection. We carry out monthly hand-washing staff audits and share the results with the team. You will see staff caring for you wash their hands and use an alcohol gel.

Please feel free to ask if they have washed and cleaned their hands before attending to you.

If you notice an area of the hospice that requires cleaning then please tell us. If you have any concerns about infection control please talk to us. We have an infection prevention and control nurse as part of our team who will follow up any issues.

When you arrive at the hospice if you think have had a bug, such as diarrhoea and vomiting or the flu, or have been with someone in the last 48 hours who was ill then please tell the doctor or nurse looking after you as soon as possible.

## Visitors

There are no specific visiting times at the hospice. Family and friends are welcome at any time, although we ask visitors to consider the 'times to avoid' below. We ask people not to visit if they have had an upset stomach in the last 48 hours, or any other potentially infectious illness. Please ring and check with nursing staff if you are unsure.

You may become tired quickly or prefer visitors to spend only a short time at your bedside. Should you or a close family member wish, we can restrict who visits or the number of visitors you receive. Visitors can use the visitors' sitting room, the chapel or the coffee bar.

## Times to avoid

It's best for visitors to come after 11am, as many patients prefer to have a wash or bath and get ready for their day in the morning. We aim to have a quiet time during and after lunch, so if possible please arrange afternoon visits for after 2.30pm.

We ask visitors to respect the needs of other patients and visitors at all times but especially in the evening. We generally ask that visitors leave by 9.30pm but please talk to a nurse if you want them to stay longer.

If you have a large family or group of friends visiting, then please let us know so we can arrange a space where you can meet together.

## Visitor accommodation

We do have some overnight accommodation that can be used by visitors in special circumstances. The nurse looking after you can discuss with your visitors whether it would be helpful for them to stay overnight at the hospice. We also have a visitors' lounge with a television and a small outside space.

## Children

Children are most welcome to visit; young children may benefit from bringing their own books or toys. The Garden Room is available to eat meals (highchair provided). If you require some privacy for infant feeding please ask. There is a baby changing facility in the disabled toilet along the main corridor.

We cannot supervise visiting children or accept responsibility for their welfare. If you want more space you are welcome to take them into the garden or visitors' room.

## Pets

You may get great comfort from a family pet. Well-behaved dogs and cats are always welcome. Please talk to us before arranging for your pet to visit you.



## Laundry

The hospice provides all towels, flannels and bed linen. We do ask that your personal clothing be laundered at home by relatives or friends if possible, but if this is not possible please talk with a member of staff as soon as you can.

## Smoking

An undercover, outside smoking facility is available for **patients only**. We will be unable to provide supervision when you are using the smoking facility. If we believe your safety is at risk we will advise you. Please talk to us if you would like to consider alternatives to smoking. Smoking is at the individual's own risk and should **never** be done whilst using **oxygen**.

Hospicare prohibits smoking or the use of e-cigarettes by visitors, staff or volunteers on the premises. Smoking can be detrimental to patients' wellbeing and oxygen is used and stored on the ward and grounds.

Family or friends who do smoke on the premises will be asked not to so please avoid us having to do this.

## Food and drink

All meals are freshly prepared, daily, on site. Our chef or a member of staff will talk to you each day to discuss the menu and take your meal orders. Please feel free to inform us of your preferences or dietary needs and to ask for any alternatives to the offered menu.

A range of drinks, including a limited amount of supplements, are available 24 hours a day. Small quantities of cold food or drinks can be labelled for your personal use and kept in the ward fridge or freezer. A small range of alcoholic drinks are available for patients. Because of the interaction of some medications with alcohol, we would prefer you to leave any drinks you bring with staff and we will provide them when you ask if appropriate.

**Breakfast** is served when you wake and feel prepared to eat. We offer cereals, porridge, fruit segments or prunes. Cooked breakfasts and toasts are available to order.

**A midday meal** is served from 12.15pm. **Another light meal is available about 5.30pm.** Please tell us if you would prefer an alternative arrangement. Meals are generally served by your bedside, but we would be happy to support another arrangement.

## Books, music, radio and TV

We have a library of books available, and a few music CDs, DVDs and portable players that you are welcome to borrow. Please ask. Televisions with built in radios are provided for all patients and headsets are available.

## Newspapers

Usually one of our volunteers will be available to take your order for newspapers and magazines which are bought at the main hospital shop. Please ask if you would like anything else from the shop.

## IT access

There is a laptop computer and iPad available for patients only, and Wifi access codes are available if you wish to use your own device. Please ask if you wish to access these facilities.

## Feedback or complaints

While we do everything we can to make your stay with us a good experience, we appreciate that from time to time we do not get everything right. If there are things you think we should do differently, or you are unhappy about your treatment or care please let us know. There are feedback forms available in the Inpatient Unit and the main hospice corridor. Please do not hesitate to ask a member of staff if you require their assistance to access or complete one of these forms.

We value verbal feedback highly, so if you do not wish to write your thoughts down then please speak to a member of staff.

From time to time we survey patients and service user opinions in order to monitor the quality of our service. We understand if you would prefer not to take part.

## Funding

Hospiscare is a registered charity, providing a vital service for our patients and their families. We receive less than a third of our income from the NHS, so fundraising is vital to maintain our service. If you or your family would like to find out more about how you can help Hospiscare, please ask and we will arrange for a member of the fundraising team to contact you.

Here are some of the ways people support Hospiscare:

- make a regular donation
- join the Hospiscare Lottery
- volunteer
- leave a gift in their Will
- join a local fundraising group
- ask their business or colleagues to support Hospiscare
- organise a fundraising event.

## Private health insurance

Some private health insurers provide cover in respect of a stay in a hospice. If you have a form to complete please bring it in to be signed.

## Information for visitors

### Visiting times at the hospice

There are no specific visiting hours at the hospice. You are welcome at any time although we ask you to consider the ‘times to avoid’ below.

### Times to avoid

It’s best for you to visit after 11am, as many patients prefer to have a wash or bath and get ready for their day in the morning. We aim to have a quiet time during and after lunch, so if possible please arrange afternoon visits for after 2.30pm.

We ask you to respect the needs of other patients, especially in the evenings. We generally ask that you leave by 9.30pm, but please talk to us to arrange to stay later.

### Restrictions

A patient may be very tired and prefer you to spend only a short time at their bedside. We sometimes need to restrict the number of visitors at any one bed.

Please do not visit if you have an upset stomach in the last 48 hours, or any other potentially infectious illness. Please ring and check with nursing staff if you are unsure.

You are free to use the visitors’ sitting room, chapel or coffee bar.

### Children

Children are most welcome to visit; young children may benefit from bringing their own books or toys. The Garden Room is available to eat meals (highchair provided). If you require some privacy for infant feeding please ask. There is a baby changing facility in the disabled toilet along the main corridor.

We cannot supervise visiting children or accept responsibility for their welfare. If you want more space you are welcome to take them into the garden or visitor’s room.

## Pets

Some patients get great comfort from a family pet. Well-behaved dogs and cats are always welcome. Please talk to us before arranging for a pet to visit.

## Visitor accommodation

We do have some overnight accommodation that can be used by visitors in special circumstances. Please talk to us if you feel you need to stay overnight. The staff will also suggest this to you if you are concerned.

## Inappropriate behaviour

We understand that visiting the hospice can sometimes be very emotional or distressing and we will offer every support we can. However, we reserve the right to ask people behaving in an inappropriate, abusive or aggressive manner to leave, especially if this behaviour presents a threat to other patients or staff.

## Visitor meals

You can order and pay for meals and drinks at the coffee bar in reception between 10am and 5.30pm. If you would like to order outside of these hours, please talk to a member of staff.

If you wish to eat with your relative or friend then please feel free to do so either by their bed or in the dining room. Please be aware of safety if carrying food or drink into the ward, and ask for a trolley if you have a lot to carry.

## Mobile phones

You are welcome to use a mobile phone but please consider noise levels and respect other's right to privacy and quiet. Please switch your phone to silent mode during the quiet hour of 1.30pm and 2.30pm and after 8pm.

## Smoking

Hospiscare has a no smoking policy so **you cannot smoke** on Hospiscare premises.

## Infection prevention and control

We work hard to maintain a clean and safe environment for all of our patients, visitors and staff to protect them from getting ill with bugs such as norovirus or flu. We therefore ask all of our visitors and staff not to come to the hospice if you have an illness that could be passed on to others.

If you are ill or have been ill in the last 48 hours, or have been in contact with someone who has had a bug, please phone the Inpatient Unit and ask to speak to the nurse in charge about whether you should visit and we can advise you.

If you suffer from diarrhoea or vomiting whilst you are visiting please inform staff immediately and leave the building.

## Travelling to the hospice

### Directions:

Use postcode EX2 5JJ in your satnav.

From the M5: exit at junction 30 and take the A379 towards the city centre. At Countess Weir roundabout (by the Shell garage) turn right into Topsham Road. Turn right just past the army barracks into Barrack Road.

Turn right at the next traffic lights into Dryden Road. Take the next left into the grounds of Wonford House, turn left in front of the main house then go straight ahead down the ramp to Hospiscare.

From the city centre: follow the signs to the M5 that will take you along Topsham Road. Turn left before the army barracks into Barrack Road, and follow directions above.

## Parking at the hospice

There is free parking for hospice visitors, although parking can be difficult at times. You may stop briefly outside the main doors of the hospice to drop a patient off. There is pay and display parking nearby.

## Visitors by bus

From central Exeter: the H bus from Exeter city centre stops at the RD&E Hospital entrance from where it's a short (5 min) and easy walk to the hospice.

By Park and Ride: the best way to avoid parking problems is by using the Park and Ride service from Digby, PR3. Parking is free and the new easy access buses provide a direct link to the hospital entrance.

## Travelling by rail

The nearest stations are Exeter Central and Exeter St David's; the H buses also run from here. On Sundays and public holidays it may be necessary to get a taxi that will take 15-20 minutes.

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**We hope you find this leaflet helpful.  
Please remember, you are welcome to ask questions  
at anytime - we are here to support you.**

## Hospiscare is a charity

If you live in Exeter, Mid or East Devon, Hospiscare is your local adult hospice charity. Should you or a loved one need care for any type of terminal illness, our professional team of doctors and nurses are here to help. If you would like to make a contribution towards the charity, please visit the website to donate, [www.hospiscare.co.uk](http://www.hospiscare.co.uk), or contact us on 01392 688020. Thank you.

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## Tell us about your experience of Hospiscare

Hospiscare welcomes feedback, compliments and complaints and we use them to develop our staff and services. We know the majority of people have a positive experience but encourage all your feedback, positive or negative. We investigate complaints thoroughly and treat them as an opportunity to learn and improve our practice.

To make a complaint please contact:

Tina Naldrett, Director of Care

Hospiscare, Searle House, Dryden Road, Exeter EX2 5JJ

Phone: 01392 688000

Should you make a complaint, we will send you a letter or email with details of any investigation with an expected timescale where possible. If you wish to see a copy of Hospiscare's Complaints Policy please ask. If you are dissatisfied with our response you can contact:

### **The Parliamentary and Health Service Ombudsman**

Millbank Tower, Millbank, London SW1P 4QP

Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

Customer Helpline Tel: 0345 015 4033

***Let us know if you would like the information in this leaflet in a different format; for example in large print or spoken word.***

Hospiscare is registered by: Care Quality Commission, Finsbury Tower, 103-105 Bunhill Row, LONDON EC1Y 8TG [www.cqc.org.uk](http://www.cqc.org.uk)

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Hospiscare, Searle House, Dryden Road, Exeter, EX2 5JJ

Telephone: 01392 688000 Fax: 01392 495981

[www.hospiscare.co.uk](http://www.hospiscare.co.uk)

Registered charity no. 297798



**Hospiscare**

Caring in the heart of Devon