

INPATIENT WARD

Providing symptom
management, respite and
end of life care



ellenor offers specialised care within
a comfortable, friendly environment,
where patients and their families are
at the centre of all we do.

ellenor.^x

hospice care in your home or ours

WHAT WE OFFER

Symptom Management

There are times when symptoms are difficult to manage within your own home. We offer short term admission to our Inpatient Ward to review, monitor and explore options for relieving symptoms.

Our aim is to control symptoms and facilitate a return home where possible.



Emergency Respite Care

There are occasions when an emergency respite bed is required, for example, if the main caregiver is unwell or is in hospital. We are here to talk through the options and support you throughout.



Planned Respite Care

ellenor can provide bookable respite care for people facing life limiting illnesses. This allows family and caregivers a much needed break from their caregiving responsibilities, whilst ensuring that their loved one continues to receive high quality care within our hospice.

Out of Hours

We provide an out of hours telephone advice service for patients, relatives and local services. We have experienced nursing staff who are able to address questions and provide guidance and support. We also have access to specialist doctors for advice out of usual operating hours.



End of Life Care

When staying at home is not possible, we offer care within our Inpatient Ward. Our specialised team addresses both patients' and families' needs through support that is individual to them.

SUPPORT ON OUR WARD

ellenor offers a person centred approach for people facing a life limiting illness. We offer support around physical, emotional and spiritual issues as well as supporting families and carers.

Our Inpatient Ward offers admission for a range of reasons including:

- **Symptom Management**
- **Emergency Respite Care**
- **Planned Respite Care**
- **End Of Life Care**



How to make a comment, compliment or complaint

ellenor recognises that comments, compliments, and complaints are an important part of customer feedback.

We are committed to ensuring that our work is of the highest quality. We believe that through effective management and investigation of comments, compliments, and complaints we can identify learning to achieve high quality work and continuous improvement of our services.

If you would like to raise a concern with us please email: feedback@ellenor.org or visit our website: www.ellenor.org to give us your feedback.

HOW TO CONTACT US:

To make a referral to our services:



TELH.clinical-admin@nhs.net



01474 320007



ellenor.org



Scan the QR code to make referral using our online form

Coldharbour Road, Northfleet,
Gravesend, Kent, DA11 7HQ



@ellenorcharity