

ellenor.^x

hospice care in your home or ours

WELCOME TO ELLENOR



A warm welcome to **ellenor**.

Whether you are reading this booklet as a patient or someone close to them, we hope that you find the information both helpful and informative. Here at **ellenor**, staff and volunteers work as a team to provide care and support to manage symptoms, maintain dignity, be inclusive, caring and focused in providing support.

If you have any questions about your care, please do not hesitate to ask a member of the team.

ellenor provides comprehensive support for people facing a life-limiting illness, palliative and end of life care for Adults and Children living in the Dartford, Gravesham and Swanley area. We also provide respite and wellbeing support for Children living in the Bexley area.

Our service for adults includes an Inpatient

Ward, Wellbeing Support, Hospice @ Home, Care Home Support, and a range of therapeutic services including counselling.

Our services support the wider family including children under our care and any child affected by an adult having a life limiting condition.



Norman

Ellen

*ellenor.**
hospice care in your home or ours

Graham Perolls founded the Ellenor Foundation in 1985, He was inspired to start the organisation by the deaths of both his parents Ellen and Norman, after one died at home and the other in a hospice.

Taking the beginning of his mothers name and the beginning of his fathers name we became **ellenor**. All lower case as everyone is treated equally.

At the heart of this vision, was the impact end of life care has on families – something eventually we will all face. Graham's vision was to help others who find themselves on the same journey that he had travelled with his parents; and to do everything in his power to make the journey the best it could be.

In founding the charity, both Ellen and Norman could live on through the work of others, to enable all to receive the ultimate in care and love at the end of life.

In 1994, The **ellenor** Foundation established the first children's hospice at home service in the UK, with one nurse caring for 15 seriously ill children.

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Inpatient Ward Team

Our aim is to make your stay on our Inpatient Ward as comfortable as possible and you will soon get to know the team.

Everyone you meet whilst staying on the ward has an important part to play in the delivery of your care.

Members of staff will be wearing a name badge that will always be visible. This will also state their job title. The team have different uniforms depending on their role which will also help you to recognise them. These are shown in this booklet pages 3 and 4.

The team creates a warm welcoming environment, giving you and your family time to discuss your needs and concerns. We are always on hand to discuss support you or your family may require. Please do not hesitate to speak to or ask questions to any member of staff who will be happy to assist you.

There are other teams within **ellenor** who provide input to the ward and support patients in their own homes. More details about these teams can be found later in the booklet.



This page has been developed in partnership with patients under the care of **ellenor**.



Medical Team

Our medical team consists of specialist doctors trained in palliative medicine, supported by on site consultants, as well as virtual consultants via Supportive Care UK. The medical team works across the whole range of **ellenor** clinical services including inpatients and Hospice @ Home.

The medical team also provides support in an advisory capacity to healthcare professionals external to **ellenor**, including General Practitioners for symptom management as well as education. The team has a range of clinical backgrounds from Primary Care to Acute medicine.



Uniform Colours

Most members of staff wear a uniform to help clearly identify their role.



Operational Lead
Navy with red piping tunic



Ward Sister
Navy with polka dots tunic



Senior Staff Nurse
Navy blue with white collar



Staff Nurses/Nurses
Light blue navy piping dress



Health Care Assistant
light blue white piping dress



Doctors
Navy blue scrubs



Therapy Team
Bottle green tunic



Complementary Therapist
Amethyst tunic



Family Support Worker
Pink tunic



Housekeeping Staff
Lavender tunic



Catering Team
Black with purple apron

Clinical Admin
Non uniform

Your Room Facilities

Each room has been designed with our patients in mind.

Detailed here are some of the key items for your comfort and entertainment but all of these things will be explained to you when you are admitted by a member of the care team.

Your Bed

Your bed is a specialist profiling bed to ensure that you can be made as comfortable as possible. The position of your bed can be adjusted. We would ask that you and your visitors ask a member of staff before using the bed controls.

Recliner Chair

We have a limited number of recliner chairs in our ward and will be happy to see if any are available if you feel this would be beneficial to you. All our recliner chairs have an electronic control system.

The staff will explain the controls to you before you use the chair unaided.

Assistance Call System

If you or your visitor need assistance at any time of the day or night, please use the nurse call button which is located next to your bed. You will be shown how to use this by a member of your care team.

Lighting

The nurse call button also controls the lights above your bed. The lights in the toilets are operated by a switch inside the door.



Climate Control

We have free standing fans available for use in hot weather if your room becomes too warm. These are limited in number but we try to accommodate all requests.

In Room Entertainment

Each room or bed space has a television mounted above the bed. This can be operated by the controls next to the bed. Your care team will be able to assist you with this.

Virtual Technology

We have ipads on the ward for patient use for face time calls. Please speak to a member of staff should you wish to access this.

Free Wi-Fi

There is free Wi-Fi for patients and visitors throughout the Hospice. You will find a card in your room with the most current password or please ask a member of staff.

Bathrooms

We have bathrooms and showers available for patients to use. There are shower chairs available in each bathroom and a member of staff will be available to assist you. If you would prefer to bath then please speak to a member of your care team.



Storage for your belongings

There is a wardrobe or locker for you to store your clothes and personal items. Please do not bring any unnecessary valuable items with you as we do not have facilities to store these items.

Catering - for our patients

Our catering team will offer three full meals a day, along with a Tea & Cake trolley in the afternoon.

All our meals are prepared in-house and by our Catering Team and updated daily. We always strive to use fresh, wholesome ingredients, and we pride ourselves in catering for varying special diets that often come coupled with patient care.

Please do ask the team if you have any personal requests for snacks and we will try our best to accommodate your needs.

Please ask a nurse for our orange folder which details food options and snacks available to our patients.



Visitor Information

Our Café is located just inside the main entrance to the hospice and is the perfect place to enjoy breakfast, lunch or afternoon tea with family or friends. We aim to provide seasonal produce, sourced locally from Kent and the surrounding area.

Our opening hours are: Monday to Friday 9am - 3pm

We offer a wide range of cold snacks & hot meals, and some lighter options too, along with an extensive range of beverages to choose from.

We also have a selection of vegetarian and some vegan options, and a range of options for customers with specific dietary requirements.



Please have a look at our digital menus in our Café for further information.

Visitors to our inpatient ward are able to make use of the relatives room on the ward, including access to beverages.

At **ellenor**, all of our staff are committed to providing the best possible care and support for our patients and their loved ones at what we know can be an extremely difficult time. If you have any questions please speak to a member of our team who will be happy to help you.

Visiting Hours

We welcome visitors at any time between 10.00 – 20.00.

Unfortunately, we do not have facilities for overnight stays within the hospice. If your relative is facing the end of their life, then the ward team will discuss with you the option of remaining on site at this time.

If you are travelling some distance, there are hotels locally who may be able to accommodate you if you wish to remain nearby. Please speak to a member of staff.

Arriving At The Hospice

Reception is located at the front of the Hospice and is open from 9am – 5pm Monday – Friday.

The reception team will contact the ward and then direct you to the ward.

Once in the ward a member of staff will be on hand to show visitors to your room.



Visiting When Reception Is Closed

If your visitor is arriving outside of standard reception opening hours, they will need to use the doorbell, on the left of the front door, which is connected via an intercom to the ward. Please be tolerant, the staff may be dealing with patients and will answer the bell as soon as possible.

Travelling To The Hospice By Car

ellenor is in Coldharbour Road, Northfleet, DA11 7HQ

Parking

There is visitor parking including disabled spaces, however this is very limited. It is possible to park in Morrison's car park, opposite the hospice, free of charge, for a period of 3 hours.

Public Transport

The nearest train stations to the hospice are Gravesend, Northfleet or Ebbsfleet international. Unfortunately there are no direct bus routes from the stations to the hospice.

The nearest bus stop to the hospice is in Coldharbour Road.

Taxis

Should you require a taxi when leaving the hospice, we will be able to help with telephone numbers for local companies.

Local Facilities

There are 2 well known supermarkets across the road from the Hospice both of which provide an array of goods. There is a café if the hospice café is closed.

Hospice Facilities

We have garden areas within the grounds which you are welcome to use either alone or with your visitors. You will find tables and benches for your use.

In nice weather if you wish we will bring your meals to you in the garden.

Our gardens are also used by our staff so please feel free to join them for a chat or a cuppa with your meal.

Smoking

The hospice is a non-smoking and non-vaping building, but we will assist patients wishing to smoke to an appropriate area.

It is not permitted to smoke or vape inside the hospice building at any time. **Please note**, there is often oxygen in use in the building.

Fire Safety

We will test our fire alarm every Friday morning at 9.30am. This is a mandatory fire regulation which must be followed. We apologise for any disturbance this may cause.

Personal Items

We recommend that patients have a wash bag with their preferred choice of toiletries as well as a selection of nightwear and comfortable clothing. If you have not brought these with you, we can provide them on request.

You are welcome to bring some small items of home comforts with you ie, photographs, favourite cushion, or blanket.

When you are admitted onto the ward a member of staff will make a list of any valuables and items you bring with you. We would be grateful if you could keep the hospice team informed if these are removed or any additional items are brought in.

We cannot accept responsibility or liability for your valuables brought into the hospice and we would recommend that you do not bring large sums of money or too many valuable items with you.

Any lost, damaged, or missing items should be reported to a member of staff as soon as possible.

Laundry

Wherever possible we ask that your family and friends take your personal clothing for laundering. If this is not possible, please speak to a member of staff.

Housekeeping

All rooms in the ward are cleaned daily by the housekeeping team. Should you need additional cleaning in your room then please speak to a member of staff.

Wellbeing - Helping you to feel good

We believe in the importance of adding quality to every aspect of life for our patients where possible, through our specialist hospice patient wellbeing activities and services. We also work to address the needs of our patients' families in this area with a number of groups and activities with our family wellbeing services.

We offer a number of wellbeing services to address the physical, emotional, social, spiritual, learning, and financial needs of our patients and their loved ones, as well as carers who require support during challenging times.

These include:

Counselling

Finance Support

Physiotherapy

Complementary Therapy

Occupational Therapy

Spiritual Care



Occupational Therapy - What matters to you?

Occupational Therapists help people to have a good quality of life by still experiencing what they most value. The aim is to help you live your best life at home, at the hospice and everywhere else. It's about being able to do the things you want to do and need to do.

Here at **ellenor**, our Occupational Therapy Team provides practical support that is focussed on your wellbeing and your ability to participate in activities (or “occupations”) that matter to you.

We will consider all of your needs – physical, psychological, social and environmental to plan interventions that are centred around you. We will look at relationships between the activities you do every day alongside the challenges you face and your environment.

Occupational Therapy may help you by:

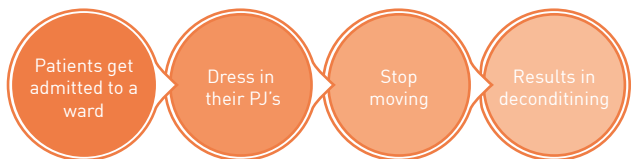
- Teaching strategies and techniques to conserve your energy for the activities you want to do
- Building your strength, confidence and independence through the therapeutic use of everyday activities
- Organising equipment and making changes to your physical environment to support you at home

If it matters to you,
it matters to us

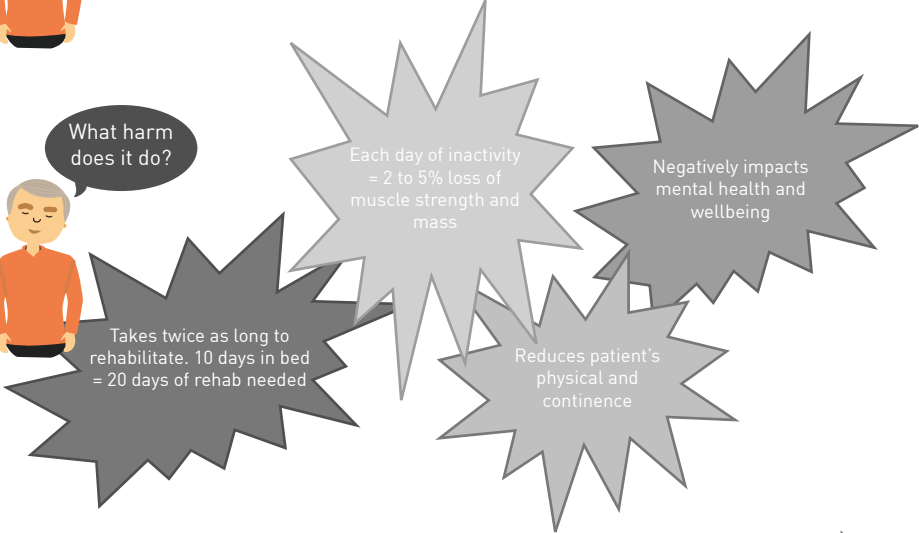
#EndPJparalysis

GET UP, GET DRESSED, GET MOVING

What is it?



What harm does it do?



What can I do?

- Get Up**

If it's safe get out of bed every day. Motivate yourself to sit out for meal times and when you have visitors. Slowly increase the length of time you spend out of the bed.
- Get Dressed**

Get dressed in your own comfortable clothing. Ask family members if they could bring in your own day clothes instead of just Pyjamas.
- Get Moving**

Where able move more and be independent. Any little movement will do whether its walking to the toilet instead of using a commode or doing some gentle bed exercises. It all helps.

Bed Exercises

Ankle Pumps

Bend your foot up and down at your ankle joint as shown.

Repeat 5 to 10 times.



Ankle Circles

Whilst laying down, move your ankle in a circular pattern one direction for several repetitions and then reverse the direction. Repeat on other ankle.



Heel Slides

While lying on your back slowly slide your heel towards your bottom then slide it back. Then complete on the other side. Use your stomach muscles to keep your spine from moving. Complete 5 to 10 times.



Lying Knee Raises

While lying on your back with your knees bent, slowly raise up one foot a few inches and then set it back down.

Next, perform on your other leg. Use your stomach muscles to keep your spine from moving.



Straight Leg Raise

While lying on your back, raise up your leg with a straight knee.

Keep the opposite knee bent with the foot planted on the ground. Repeat 5 to 10 times on each leg.



Bottom Clenches

Laying on your back squeeze your buttocks together hold for a few seconds then release. Repeat 5 to 10 times.



Therapeutic support for young children and families

You may be unsure what to say when someone close to a child has a life limiting illness or has died. The children need support tailored to age, understanding and relationship to the person.

Advice and support over the telephone, online or face-to-face

A conversation may be all you need, to identify and support them with what questions or issues may arise. We will help you identify ways of supporting your child.

1-to-1 Play Therapy for 4-13 year olds

For children who need therapeutic support, we offer sessions pre and post bereavement, onsite or online. Children can explore their feelings by talking, using art or play to express themselves.



Music Therapy

We believe everyone can respond to music, and in music therapy, we use this connection to facilitate positive changes in wellbeing.

HCPC registered music therapists Its aim is to support our patients as individuals by meeting the psychological, emotional, cognitive, physical, communicative, and social needs within a therapeutic relationship.

However, no prior musical skills or experience are necessary to participate in music therapy!

Physiotherapy - Keep On Moving

Physiotherapy at **ellenor** uses a range of treatments and exercises to improve or maintain physical function, improve quality of life, and support patients living their lives to the full by maximising independence.

Common problems that may be helped by Physiotherapy are reduced mobility, shortness of breath, muscle weakness, neurological impairment and pain.

The Physiotherapist at **ellenor** works both within the Inpatient Ward, and also sees patients either in their own homes, or as outpatients at the hospice.

The Physiotherapist can help with several specific areas, including:

- mobility – assess and prescribe aids/exercises
- breathlessness – teach breathing techniques, relaxation methods and advice
- exercise – assess and prescribe suitable programme



Family Support

Our Family Support Team are here to offer emotional and psychological support to you and your family, whether through face-to-face meetings or supportive phone-calls to talk through anything which may be troubling you. They can also help to point you in the direction of other services which may be able to assist you.

Grief is a common experience after a person has been diagnosed with a life limiting illness or condition. 'Grief' describes the whole range of emotions one might feel in relation to experiences of loss. This can include loss of independence, identity, control, hope, dreams of a future, and loss through bereavement. You and your family are likely to be experiencing some kind of grief, alongside many other very difficult emotions, from the point of a diagnosis onwards. **ellenor** can support you and your family members to explore, manage and cope with these feelings with our Counselling and Psychosocial support services.

Carers & Bereavement Support

We also offer a range of different groups which can help people to meet others who may be experiencing similar emotions, including our:

- Carer's Cuppa
- Bereavement Cuppa
- Walk & Talk Group

Following the death of your loved one on the IPW, you will be invited to attend a Bereavement Tea at the hospice to discuss next steps and ask any questions you may have.



Counselling

Counselling is a Talking Therapy which allows individuals to safely and confidentially explore areas of their life in which there may be distress, dissatisfaction, confusion, or uncertainty. Here at **ellenor**, it involves speaking to a Counsellor on a one-to-one basis over a course of twelve 50-minute sessions, which can take place face-to-face or via Zoom or Telephone. Counselling requires commitment to be effective, which is why each session usually takes place on the same day and time each week.

Although our counselling takes place on a one to one basis we do offer a bereavement support programme which is in a group of up to 4 people and run by a trained counsellor for those who prefer a group setting.

Our Counselling Service cultivates a non-judgemental, supportive, and confidential environment in which individuals can open up a conversation with their Counsellor to talk about any concerns they want to address. It is a safe space, in which people can develop new strengths and skills, and discover dynamic ways of dealing with difficulties.



Spiritual Care - For people of all faiths or none

Understandably, as patients with a life limiting condition approach death, powerful and complex emotions can begin to take over. Patients may also question the purpose and value of their life.

At **ellenor**, we recognise that whilst spirituality is an important part of faith, it's possible to be "spiritual" without necessarily being a part of an organised religious community.

Many patients will look at their own spirituality for comfort when diagnosed with a life limiting illness, and a hospice chaplain will ensure that no patient dies alone, surrounded by comfort and compassion until the end of their life.

Our Spiritual Care service is also available to families and carers of hospice patients. When a patient has a life limiting condition, this can heavily impact family and loved ones. Naturally, the process can take a spiritual toll on a patient's family, who may be feeling confused or worried about the process.

Finance Support - Money

As individuals near the end of life, it is normal to face concerns about income, additional costs and managing finances. We are pleased to be able to say that with **ellenor**, financial help and assistance is available. Our Finance Support Team helps with advice on:

- Applying for and entitlement to benefits, such as Attendance Allowance, Personal Independence Payment, Disability Living Allowance, and Carer's Allowance
- Health costs such as prescriptions and travel to hospital
- Transport concessions such as Blue Badges
- Accessing charitable grants
- Housing costs
- The importance of wills and advanced financial planning

Unfortunately, we are unable to offer pensions advice, debt advice or other forms of financial advice.

However, we can have a discussion with the patient and their family, and where applicable will signpost to other organisations offering help and advice.



Hospice @ Home

Hospice@home for adults enables patients to receive specialist care and support provided by **ellenor** in familiar surroundings.

Patients' needs are assessed in their homely surroundings or in clinics and will be addressed in collaboration with GPs, community nurses and other health services.

We will not replace or take over the care provided by other services, but we will add additional resources to help make things better for patients and their families.

Our aim is to ensure the patient is comfortable and can die with dignity and in peace within familiar surroundings. We offer to help with advanced care planning, symptom management and can refer you to supportive services in the community.

Our team includes Clinical Nurse Specialists, Senior Nurses and Health Care Assistants with experience in palliative and end of life care.

We work alongside other multi-professional team members at **ellenor** including our Medical Team, who can in turn obtain advice and support from a team of Palliative Care Consultants who remotely support our services.

The Hospice @ Home Team can respond to crisis situations at the end of life where the family or carer requires support to avoid a breakdown which would otherwise lead to a hospital admission.

Care Home Support

The team consists of Registered Nurses and Health Care Assistants who offer support, guidance, and training to Care Home staff to enable residents to die in comfort and with dignity in familiar surroundings and to avoid inappropriate admissions to hospital.

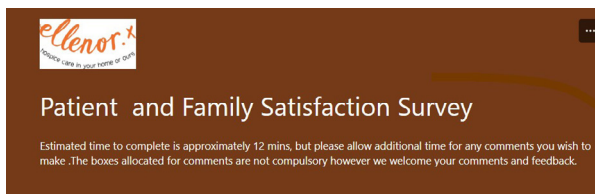
They also provide psychological and emotional support to relatives of residents.

The team will help with advanced care planning and symptom management and work closely together with GPs and other **ellenor** services.



Your feedback - Tell us your experience

We would like you to tell us about your experience with our services - it will help us to know what we are doing right and where we might have the opportunity to improve.



Your opinions, comments and ideas are important to us and do make a difference. We improve our services by listening to and learning from your feedback.

You can leave feedback by asking one of our nurses to provide you with our feedback form, which you can complete and then put in the envelope and hand back to our nurses. Alternatively you can email your feedback to TELH.Clinical-admin@nhs.net, visit our website, or scan the QR code with the camera on your phone. Please talk to any of our staff at any time regarding these options.



Complaints Policy

If you are not happy with any aspects of our work or our people, please tell us - we may be able to provide further explanation of our actions, or improve if our performance is less than it should be. We promise to take all complaints seriously, and to deal with them in a timely manner. Equally, we would be glad to hear any compliments on what we do – it is always good to know that our work is appreciated.

To speak to us about your complaint or compliment, please contact us on:

Telephone: 01474 320 007 OR

Email: info@dellenor.org

Care Quality Commission

The Care Quality Commission (CQC) monitors, inspects, and regulates health and social care services to make sure they meet fundamental standards of quality and safety.

They will publish their inspection findings, including performance ratings.

The CQC sets out what good and outstanding care looks like and ensures services can provide evidence to show that this service is: Safe, Effective, Caring, Responsive and Well Led.

Fundraising

Fundraising Needs YOU! **ellenor** hospice care is provided free of charge to patients and those close to them, but it is not free to provide. As a charity we rely heavily on the generosity of the public and, although **ellenor** does receive some public funding, the majority of running costs have to be raised from donations, fundraising, our retail shops and gifts in Wills. Raising our running costs year on year in North Kent for Adults and Children and Children only in Bexley paramount as demand for hospice care keeps increasing. People wonder how small donations can make a difference. The reality is that added together, even the smallest donations can amount to something wonderful. The generosity of our local community is absolutely vital.

The fundraising team is always on the lookout for new ways to promote **ellenor** and raise funds in the community. Are you able to help us raise more money to fund our care? Do you know of a local business, school or community group who may be interested in fundraising? Here are just some of the ways you can help:

- Give a donation more and contactless point in Reception is quick and easy
- Donate in celebration or in memory of a loved one
- Leave a gift in your Will
- Attend one of our many fundraising events, or hold one of your own either with friends or in your workplace
- Become a regular giver via Direct Debit
- Join **ellenor's** Lottery To hear more about the work of **ellenor** and how you may be able to support us either now or in the future.

Visit our website or scan the QR code below to find out more about how you can get involved with fundraising for **ellenor**. Alternatively you can contact the fundraising team on 01322 626509 or email fundraising@dellenor.org.uk

How can you help us to support you?

We are proud to be able to provide our hospice care, free of charge. As a charity, we rely on the generosity of our community to enable us to continue to offer our wide range of vital services to local families.



Retail Shops

We have 11 shops across Kent & Bexley. We sell a wide range of products from pre-loved fashion to furniture pieces. You can bring your pre-loved items to any of our shops. We also offer a free collection of unwanted furniture in a saleable condition. Details of our shop locations are listed on our website.

To find out more information on any of the above;

Visit our website: www.ellenor.org

Email us: fundraising@ellenor.org

Call us: 01322 626509

Volunteering With Us

Volunteers play an important role within **ellenor. We value the contribution our volunteers make and we would not be able to offer the services and care without their help and commitment. We are always looking for new volunteers to join our team, so whatever your skills and experience, become an **ellenor** volunteer.**

Why volunteer?

Volunteering with **ellenor** is highly rewarding and most importantly very enjoyable. It is a great opportunity to transfer your skills and experience to help support the patients and families we care for. It is also great way to give back to your local community, meet new people and learn new skills. We have a number of volunteering opportunities available within various areas of our organisation, from working directly alongside patients and families to roles in a supportive setting e.g. fundraising, shop assistant or office work.

Benefits of volunteering:

- Meet new people and make new friends
- Gain valuable skills and experience
- Make a positive contribution to your local community
- Work in a team within a professional environment
- Learn more about what we do within the community
- Evidence of regular volunteering may improve your CV

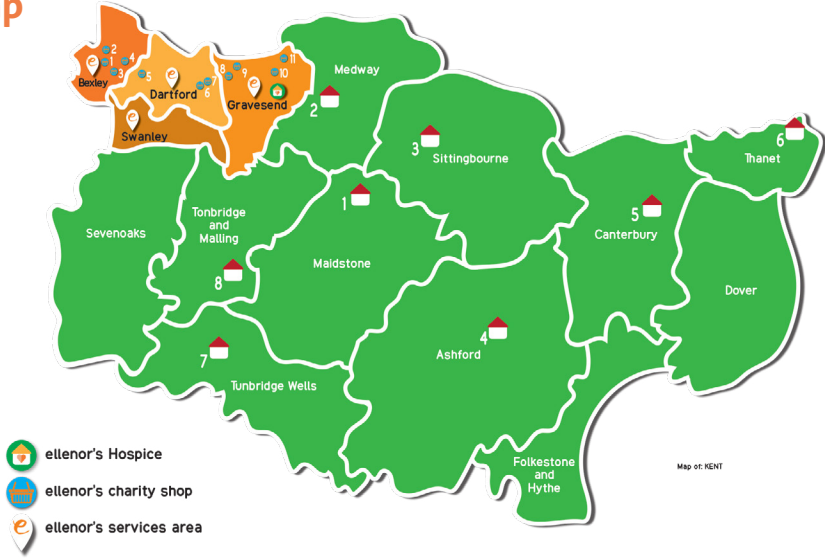
How do I apply?

If you're interested in becoming a Volunteer, then view our volunteering jobs and apply online.

If you need more information, please call us on 01474 320007 or email: hr@ellenor.org

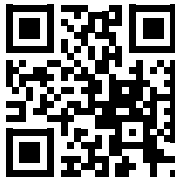


Map



- 1 1258A Blackfen Rd, Sidcup DA15 9NA
- 2 5 Upper Wickham Ln, Welling DA16 3AA
- 3 Bexley High St, Bexley DA5 1AD
- 4 169 Broadway, Bexleyheath DA6 7ES
- 5 134 Crayford Rd, Dartford DA1 4ES
- 6 The Priory Shopping Centre, Dartford DA1 2DL
- 7 82 High St, Dartford DA1 IDE
- 8 Darent Valley Hospital, Darenth Wood Rd, Dartford DA2 8DA
- 9 44 High St, Swanscombe DA10 0AB
- 10 CLOSED, 26 Perry St, Northfleet, Gravesend DA11 8RE
- 11 27 King St, Gravesend DA12 2DU

- Hospices in our Area for the Kent wide map
- 1 Heart of Kent Preston Hall Aylesford ME20 7PU
 - 2 Wisdom Hospice High Bank Rochester ME1 2NU
 - 3 Demelza House Rook Lane Bobbing Sittingbourne ME9 8DZ
 - 4 Pilgrims Hospice Hythe Road Ashford TN24 0NE
 - 5 Pilgrims Hospice 56 Canterbury Road Canterbury CT2 8JA
 - 6 Pilgrims Hospice Ramsgate Road Margate CT9 4AD
 - 7 Hospice in the Weald Maidstone Road Pembury TN2 4TA
 - 8 Hospice in the Weald Cottage Hospice 7 High Street, Mayfield TN20 6AQ



www.ellenor.org
 @ellenorcharity



(Registered charity no. 1121561)



WELCOME TO ELLENOR
hospice care in your home or ours