

General Information

Strathcarron Hospice is a registered charity providing care and support for people from across the local area with cancer and other serious illnesses. Our dedicated team offers high-quality care for patients, and support for their families and helpers. Our catchment area covers the whole of Forth Valley, and the areas of Cumbernauld and Kilsyth in North Lanarkshire.

We care in a variety of ways according to the patient's individual needs.

Services at the hospice include an In-Patient Unit, Day Care, bereavement support and a Lymphoedema Clinic.

Support is also provided in patients' own homes where Strathcarron Nurse Specialists make over 5000 visits each year.

There is no charge to patients or families for the specialist services we offer. We receive some funds from the NHS but primarily we rely on fundraising activities, voluntary contributions and legacies. If you would like further information on our work, please ask one of our staff.

Strathcarron Hospice

Randolph Hill

Denny

Stirlingshire, FK6 5HJ

Tel: 01324 826222

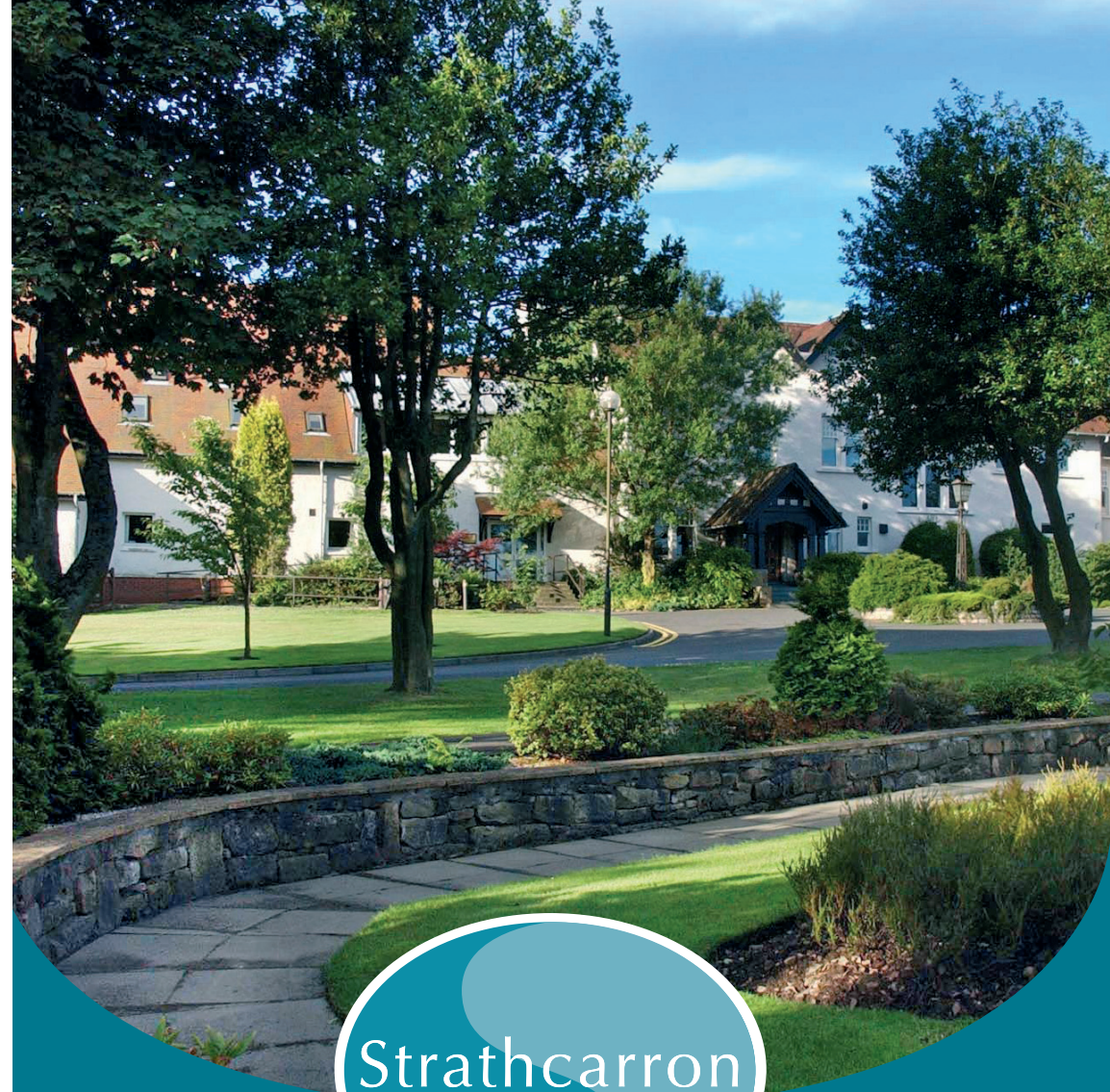
Fax: 01324 824576

Website at www.strathcarronhospice.org

E-mail: enquiries@strathcarronhospice.org



Reg Charity No: SC006704



Community Clinical Nurse Specialists

Service Quality

The quality of the services we offer is regularly reviewed and we welcome your views. We are always pleased to receive suggestions (including any complaints) from you and your family or carers, as these help us to improve our service.

Strathcarron has its own complaints procedure and this is available to anyone on request. You may speak with any member of staff looking after you about any aspect of your care or write to the Hospice Director using the address at the end of this brochure. We also welcome comments about this leaflet.

Regulation of the Hospice

Although Strathcarron is an independent charity, we are regulated by the Care Commission which inspects the hospice on a regular basis to ensure we are practicing in accordance with their standards of care. You are welcome to send comments or complaints directly to them at:

The Care Commission

Springfield House, Laurel Hill Business Park

Laurel Hill Road, Stirling FK7 9JQ

Tel: 01786 406363

A copy of their latest inspection report is available from any member of the Strathcarron Team.

Strathcarron Hospice employs a team of Clinical Nurse Specialists (CNS) who visit people at home in the areas of Forth Valley, Cumbernauld and Kilsyth. Our hope is that this leaflet will give you information about their work – to help you decide if this is a service that would be of help to you and/or your family.

Introduction

One of the main reasons why people are visited at home by the Strathcarron CNS is to get some help with symptoms that are caused by their illness. Pain, nausea, breathlessness and a lack of energy are some examples of the kind of problems that many people experience. The visit also gives people an opportunity to talk about all kinds of concerns that may affect individuals or families facing progressive illness. These concerns may be physical, emotional, social or spiritual. The CNS Team from Strathcarron have expertise in this area of care (specialist palliative care) and they are able to offer advice, information and support to individuals and families who are living with cancer or other progressive illness. Their work complements the roles of other professionals involved in providing your care and treatment.

The CNS Team

There are 10 CNS in the Strathcarron community team and they work closely with GPs and District Nurses. They also have links with other specialist teams who may be involved in your care. Each CNS is assigned to a particular geographical area, which provides an excellent opportunity to build relationships with the health professionals, patients and families in their area. They work Monday to Friday, 9 – 5pm, and while based at the hospice, they spend much of their time out of the building - visiting in the community or attending meetings with health/social care professionals.

Involvement of the CNS with your Care

The service can be accessed through referral from your GP, District Nurse or hospital specialist, and you will be visited by the CNS covering your area. They will arrange a suitable time to visit, and are happy to see you on your own, or with your relative/carer if this is your preference. They will want to hear your own story about your illness and how it has affected your life, and if you are taking any medicines they will ask you about these. You will have the opportunity to ask any questions or discuss any issues which may concern you at any time. Their aim is to help you get the best information, support and treatment during your involvement with the service.

Ending your involvement with the service

Many people value the support of the CNS at times of special difficulty and once the main issues are resolved and their specialist skills are no longer required, discharge from their service will be discussed with you. Re-referral to the service at a later date is not uncommon.

Other information

Confidentiality

We will ask you for information about yourself so that you can receive appropriate care and support. We keep this together with details of your care because it may be needed if we see you again. We may use some of this information for other reasons – for example audit, quality control and to help plan the service for the future. We will remove any details that can directly identify you and will only use or pass on information about you to professionals that have a genuine need for this information. Everyone working for Strathcarron has a duty of confidentiality.

Smoking

In the interests of the Health and Safety of Strathcarron staff, we would ask that you would refrain from smoking during the CNS visit.