

Marie Curie Hospice, Edinburgh

An introduction to our services
and how we can help



Marie Curie
Cancer Care



Marie Curie Hospice, Edinburgh

Set in peaceful and relaxing gardens with stunning views of the Pentland Hills, our hospice offers a modern approach to care with a friendly and welcoming atmosphere. It is one of nine Marie Curie Hospices offering specialist care for people with any serious illnesses.

Why choose the Marie Curie Hospice, Edinburgh?

- Expert pain control
- Highly skilled and experienced staff
- Well-established links with community staff allowing us to provide support for you and your family at home
- Volunteer visitors offer support to carers at home
- Sensitive support for you and the people close to you
- Beautiful landscaped gardens

Depending on availability, our range of services may include complementary therapies such as:

- aromatherapy
- acupuncture
- Indian head massage
- massage
- reiki

If you would like information sheets outlining details of our therapies please ask a member of our team.



Contact us

Phone: 0131 470 2201 **Fax:** 0131 470 2200

Web: mariecurie.org.uk/edinburgh

Email: edinburgh.hospice@mariecurie.org.uk

Visiting times: Flexible. Please phone for details.

Opening times for day services: Monday to Friday, 8.30am-4.30pm.

Welcome

Marie Curie Cancer Care is the UK's leading independent hospice provider, offering the best possible care in a safe and supportive environment. Our hospice staff specialise in helping people with any serious illnesses including cancer, motor neurone disease, heart disease and renal failure.

This booklet introduces the services we provide and the ways we can help you improve your quality of life.

For more information, advice and support for you and your carer, visit our website: mariecurie.org.uk/patientsandcarers or ask a member of our team.

All Marie Curie services are free of charge to you and your family. We depend on the generosity of the public to fund our work.

“ They look after you so well while you're here. They're absolutely wonderful.”

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Some useful things you need to know

Improving your quality of life and wellbeing

Spend some time with us and take advantage of our therapies and services. You can come for a few hours, attend a specific clinic, or have a full programme of care tailored to your individual needs. Our expert staff are here to help you manage your symptoms and enhance your feeling of wellbeing. You will be able to meet people, share experiences and take part in a range of activities.

Meeting your individual needs

On your first visit you will have the opportunity to discuss your situation and the services we offer with one of our doctors or a specially trained nurse. We work in partnership with other professionals involved in your care, such as your GP, district nurse, hospital consultant and palliative care nurse. This ensures your individual programme of therapies is linked to the goals you would like to achieve.

Physiotherapy

Physiotherapy can help you to move around and stay as active and independent as possible.

Your physiotherapist will design a programme with you which could involve strengthening your muscles to help you walk or exercises to reduce shortness of breath. Your physiotherapist can also arrange walking aids and other equipment to help your rehabilitation.

Occupational therapy

Occupational therapy can help you maintain the most important aspects of your lifestyle. By getting to know you, your occupational therapist will find out what activities you consider important and work with you to find ways to achieve them.

From cooking and dressing, to attending that special occasion, your occupational therapist will work through your problems and suggest adaptations to help you to enjoy life more.

Complementary therapies

We offer a range of safe and natural complementary therapies. These do not replace traditional care, but many patients have commented on their relaxing qualities and overall benefits. Therapies may include aromatherapy using essential oils and various massage techniques. The types of therapies available are



shown on the inside cover of this booklet. Ask a member of our team for an information sheet outlining the therapies currently offered.

Social, practical and emotional support

We can help support you and the people close to you with practical or emotional issues that may be of concern. This sometimes involves helping to arrange support services in your home, or advising on employment or state benefits. We can offer space to talk in the way most helpful to you.



Where possible we will help you directly, or put you in touch with someone who can provide the support you need. If your family and friends need advice or support we will offer our services and suggest options to help them too.

Spiritual support

Some people feel they would like to talk to someone about the deeper, spiritual aspects of life, while others prefer not to. Either way, our chaplain will respect your wishes. If you would like to see a representative from your own faith we can arrange this for you.

Support groups

Self-help and support groups are a great way for you to get to talk to other people in a similar situation to yourself. You can also get practical advice and share your experiences with others. Ask about support groups at the hospice. If we do not have one here we can help you to find one locally, or even help you set one up.

Medications

Please bring your own medications to day services as we do not keep any stock.



Support and comfort when you need it most

At times you may need extra care and attention and you may benefit from a stay with us. We can:

- make you more comfortable if you have problems such as persistent pain, tiredness or difficulty breathing
- help you maintain your independence so you can continue to do things for yourself for as long as possible
- offer support if you have emotional difficulties

- provide you, and those close to you, with information on practical issues such as concerns about money, social benefits, or how to find equipment and services
- offer high quality care if you wish to die in a hospice environment

How can we help you?

When you arrive at the hospice a member of our specialist team will make sure any immediate difficulties you are having, such as pain or breathlessness, are taken care of as soon as possible. Our team has vast experience in controlling

pain and helping to relieve any other symptoms you might be experiencing.

Our services are specially designed to improve your quality of life and sense of wellbeing. They include physiotherapy; occupational therapy; social, practical, emotional and spiritual support; and complementary therapies. To find out more about these services take a look in the **Day services** section of this booklet.

We work in partnership with other professionals involved in your care, such as your GP, district nurse, hospital consultant and specialist nurse. This allows us to focus your

individual programme of care on making you comfortable and helping you to achieve your goals.

We need to understand more about you so we can give you the best personal care. Registered Nurses will be responsible for coordinating your care throughout the day and night. They will act as a special point of contact for you and your family.

We realise that the people who are close to you need to feel supported too. Our team can offer direct support, suggest services to help them and let them know about any special hospice facilities. If you would like to discuss any aspect of your care with a specific member of



our team, your nurse can arrange this for you.

What to bring

You should bring your usual medication and any personal items such as shaving equipment or favourite toiletries. Some people like to bring their own duvet or pillow. We recommend comfortable indoor clothing and nightwear. We will try to provide everything else to make your stay as comfortable as possible.

You can bring your mobile phone but it is best to leave other valuables at home.

Equipment

We may use specialist equipment to help relieve your symptoms. Please ask your nurse if you are unsure about an item of equipment.

Facilities

We will provide all your meals. Our chefs will make every effort to prepare food to your taste. If you have any special dietary requirements just let us know. If you have difficulty eating and drinking we can also help you with this.

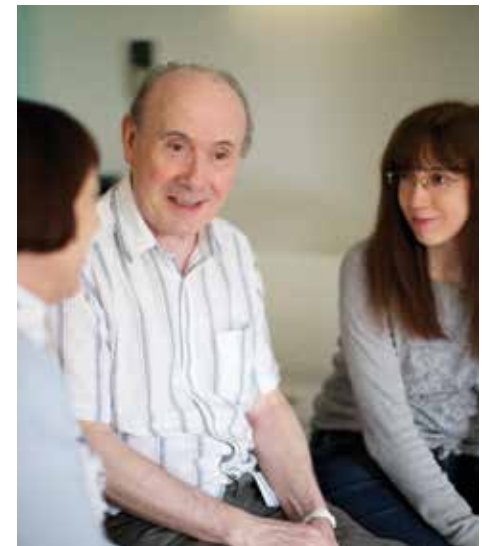
Hospice information folder

For more details about our facilities and hospitality take a look in the hospice information folder which is by your bedside. Here you will find details of meals, visiting hours and other useful information to make your stay more comfortable.

Discharge

We will work with you and those close to you to make sure that when you leave the hospice you continue to receive the best possible care.

We will not discharge you until a plan to suit your individual needs is in place including clear information about arrangements for your future care.



Care in familiar surroundings

If you need help but prefer to remain independent in your own home, or if you have been discharged from the hospice and need further support, you may be able to receive some services at home.

Your GP has overall responsibility for your care while you are at home. District nurses who work with your GP can also arrange nursing care and you can contact them, or your GP, if you are worried about any changes in your condition.

Examples of the types of care that may be available

Hospital, community or hospice-based support teams

Support teams visit patients in their home. Services the teams offer range from expert advice on the control of pain and other problems, to skilled hands-on care.

Support teams can also offer emotional care and advice on practical problems. Hospice services may also be available in your home.



District nurses

District nurses offer a range of nursing care including giving drugs, changing dressings and offering nursing advice.

Marie Curie Nursing Service

In some areas, the Marie Curie Nursing Service provides practical nursing care for people with any serious illnesses in their own homes. See the **Useful information** section for further details.

Short-term hospice visits

If you normally receive care at home, a short-term arrangement allowing you to visit the hospice may be possible. You can find out more by asking the hospice manager. You may wish to visit our day services or stay for a short period at the hospice to give those who normally care for you a break.

Palliative care

You may hear people using the term palliative care. This type of care includes a variety of treatments for symptoms such as breathlessness, pain, depression or anxiety. We also recognise that your family and friends may have concerns about you and your illness and we can offer support to them too.

Palliative care can be given at the same time as other treatments you may be receiving. We do not provide chemotherapy or radiotherapy. The care and treatment we offer is designed to help you maintain the best possible quality of life.

Advanced life support

We do not have the specialist equipment to offer advanced life support. If you have any questions about this please ask your doctor or nurse.

Keeping your information confidential and safe

Your health records are used as a guide to help us to plan and provide you with the highest quality care. We get information about you from your NHS healthcare team – your district nurse, GP or consultant – when you

are referred to our hospice, or directly from you.

The Data Protection Act 1998 and the NHS Confidentiality Code of Practice control the way we use your personal information. We have robust processes in place to ensure your information is secure. Sometimes we may need to share information about you with other agencies or individuals so that we can work together for your benefit. We will always seek your consent to share information about you where the law requires us to. Anyone who receives information about you from us is also under an obligation to keep it secure.

Please ask us if you wish to access your own medical records or would like to find out more about how we keep your information safe and confidential.

Valuables

Please do not bring valuables to the hospice with you as we cannot accept responsibility for loss or damage. If you are admitted at short notice and you have valuables with you, please hand them to the nursing staff so they can be locked away until they can be taken home.

Tell us what you think

We hope you are satisfied with the care you have been receiving from us. We value your comments and suggestions on any aspect of it. We want to know where we are getting things right, and what we need to improve on.

You can provide us with feedback by completing:

- our hospice comments card, available in your room, from a member of staff or in the reception area
- our online survey at mariecurie.org.uk/telluswhatyouthink

While we will always try to do our best to meet your needs, we know that sometimes things can go wrong. If you have a complaint, please follow the steps on the inside back cover of this booklet.



About us

Given the choice, most of us would want to be cared for at home or in a hospice if we were seriously ill. Marie Curie Cancer Care makes this possible.

Marie Curie Hospices

Our hospices provide free specialist medical care and therapies for people with any serious illnesses, and emotional support for their families. Whether someone comes in to stay or visits regularly, we give them the excellent care they expect – and the best possible quality of life. Our nine hospices are in Belfast, Bradford, Cardiff and the Vale (Penarth), Edinburgh, Glasgow, Hampstead (London), Liverpool, Newcastle and West Midlands (Solihull).

Marie Curie Nursing Service

Working across the UK, Marie Curie Nurses give free hands-on care to people with serious illnesses in their own homes, and vital emotional support for their families. Our nurses help people to manage difficulties such as pain or nausea, making sure that they are as comfortable as possible in their own home. The care they provide also enables carers to

get a good night's sleep or a break during the day. To get the service, please ask your district nurse or speak to a member of our hospice team.

Marie Curie Helper service

In some areas, we offer a free one-to-one support service. The Marie Curie Helper service is provided by trained volunteers who visit people in their homes, giving companionship and support for up to three hours each week. For more information about the service, please speak to a member of our hospice team.

Marie Curie research

Marie Curie is a leader in research into the best ways of caring for people with serious illnesses. We have our own research teams and we fund external research programmes. From time to time, we invite patients and families we are caring for to be involved in research studies. If you are interested in taking part, please ask us for more information.

Find out more

For information, advice and support for you and your carer, visit our website: mariecurie.org.uk/patientsandcarers or ask a member of our team.

The Marie Curie Hospices Summary Statement of Purpose:

- We aim to promote the best quality of life and death according to the wishes of the individual person.
- We aim to meet the overall needs of the person and their family.
- Our services include physical, emotional and spiritual care for patients together with support for the people who are close to them.
- We aim to meet the needs of people from all cultures and communities.
- Each hospice employs a team of health and social care professionals including medical and nursing staff, specially trained in pain and symptom control; occupational therapists; chaplains; physiotherapists and social workers.

For a full copy of our Statement of Purpose (or Philosophy of Care), ask your nurse or visit our website (see inside front cover for web address).

Support us

Marie Curie's services are always free to patients and their families, and we rely on the generous support of the public to continue providing our services.

Our notice board in the reception area has lots of information about local fundraising and volunteering opportunities. Our fundraising team based here at the hospice would also be delighted to meet you if you are interested in supporting us in any way.

Here are ways that you, or your family and friends, can help:

Make a donation

You can make a one-off donation to us, or set up a monthly direct debit from your bank account.



Donate an hour

Give us an hour or two to become a collector for our annual Great Daffodil Appeal in March.

Donate your skills

Whether you're good with people, words or numbers, you can get involved as a volunteer with Marie Curie.

Take part in an event

Sign up for one of our fundraising events, ranging from hosting a tea party to taking on a cycling challenge.

Join a fundraising group

Volunteers for our fundraising groups meet regularly to organise and support fundraising events and activities in their local area.

Leave a gift in your Will

The generous people who remember Marie Curie in their Wills fund one in two of our nurses across the UK. To support us in this special way, speak to our legacy adviser.

Give to a local Marie Curie shop

We're always looking for new stock for our shops – from clothing and footwear to household items and books. Visit one of our shops nearby to donate goods to us.

Find out more at mariecurie.org.uk or phone 0800 716 146 (free call).

We hope you are happy with your care

If you are unhappy with the treatment or service you have received please follow the steps below.

Step 1

Try to talk through the matter with your nurse or write to the hospice manager at the address on the back cover. They will try to resolve the problem quickly for you.

Step 2

If you are not satisfied with the outcome of step 1, please put your complaint in writing to:
Dr Jane Collins
Chief Executive
Marie Curie Cancer Care
89 Albert Embankment
London SE1 7TP

We will send you a written acknowledgment within two working days of receipt of your complaint and we aim to give a thorough response within 20 working days.

Some complaints may take longer to investigate. If a delay occurs we will still write to you within 20 working days to update you on how the matter is progressing.

Alternatively, you can contact Healthcare Improvement Scotland directly with any comments or complaints you may have – you do not necessarily need to follow the process outlined in steps 1 and 2.

Step 3

If you are unhappy about the way Marie Curie Cancer Care handles your complaint you may wish to contact:

Independent Healthcare Complaints Manager
Healthcare Improvement Scotland
Gyle Square
1 South Gyle Crescent
Edinburgh EH12 9EB
Phone: 0131 623 4300
Email: hcis.chiefinspector@nhs.net

The care we provide is regulated by Healthcare Improvement Scotland.

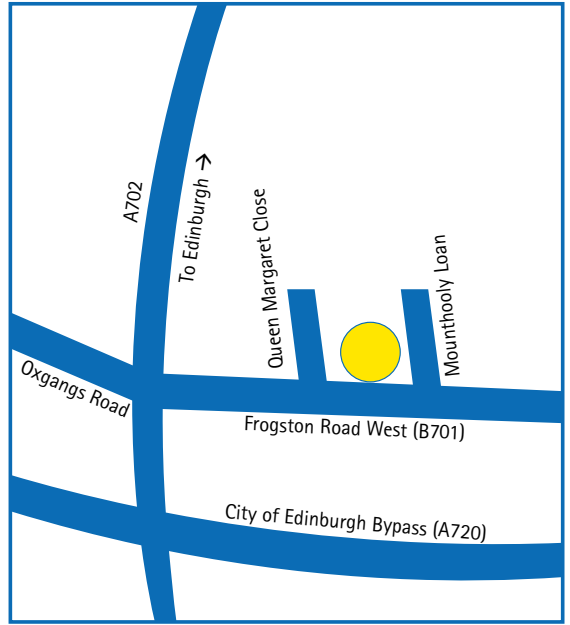
How to find us

Marie Curie Hospice, Edinburgh
Frogston Road West
Edinburgh EH10 7DR

By car: Exit City Bypass (A720) at Lothianburn Junction. Travel on A702 north to first set of traffic lights. Turn right onto Frogston Road West (B701). Entrance to the hospice is on the left between Queen Margaret Close and Mounthooley Loan.

By bus: From Prince's Street: 11 (marked Hyvots Bank) and 18 stop outside the hospice.

Parking: Limited parking is available in the hospice grounds.



mariecurie.org.uk

Marie Curie Hospices are here for people with serious illnesses and their families. Whether someone comes in to stay or visits regularly, we give them the excellent care they expect – and the best quality of life they could wish for.