



Keech Palliative Care Centre (KPCC)

What can I expect?

We offer a warm and friendly welcome to anyone aged 18 and over, who has specialist palliative care needs. Our aim is to enhance your quality of life by offering a range of services including:

- Out-patient appointments
- Day care
- Planned pop-in sessions.



The team is made up of experienced palliative care nurses, healthcare assistants, doctors, therapists, trained volunteers and other professionals including a palliative care social worker and chaplains. We're all on hand to help and support you throughout your time at Keech Hospice Care.

Please be aware that all staff are trained in basic life support and use of the defibrillator. In the case of an emergency, 999 will be called. Our medical team are in the hospice providing care 9.00am - 5.00pm, seven days a week, and are on call outside these times for support and advice.

Who can refer me for treatment?

If you have specialist palliative care needs, you can be referred by your:

- GP
- consultant
- district nurse
- Macmillan nurse
- occupational therapist
- physiotherapist
- speech and language therapist
- hospital clinical nurse specialist

When we have your referral, we can liaise with your referrer for your up-to-date medical details. This means we can offer you the best advice and support.

What happens next?

We will invite you to attend an initial holistic nursing assessment. With your input, we will identify your needs and create a care plan which best suits your individual requirements. This may include access to:

- Nurse-led clinics for symptom control, psychological assessment and ongoing support of your physical and emotional needs
- Doctor's clinic for symptom control and ongoing monitoring of your physical symptoms
- Blood transfusions, bisphosphonate infusions and venepuncture
- Macmillan Independence and Well-being Service
- Future planning for end-of-life care (advance-care planning, advanced decisions to refuse treatment, preferred place of care, lasting power of attorney)
- Our supportive care team, comprising:
 - complementary therapists
 - music therapist
 - art therapist
 - spiritual support
 - pre- and post-bereavement support
- Specialist palliative care social worker for support and advice.



I smoke - is that a problem?

Smoking isn't permitted anywhere within the hospice building. We do, however, provide designated outdoor smoking areas for patients.

Can I go anywhere for quiet reflection or to practise my faith?

Yes, we have a quiet room you can use if you need some time alone, or if you'd like to pray.

What if I can't attend my appointment?

If you can't make it to an appointment, call us on 01582 497818. If no-one's around, leave us a message so we can contact you to re-arrange your appointment and cancel any transport we've organised for you.

What should I bring with me?

Please bring along your pink community folder and a list of the medicines you're currently taking. While attending the Keech Palliative Care Centre, you'll remain under the care of your GP. We will ask your GP to implement medication/prescription changes if required and follow these up in the Keech Palliative Care Centre.

We will work closely with your GP, Macmillan nurse or district nurse to keep them up-to-date with your care.

I haven't got my own transport. Can you help?

If you can't get to Keech Hospice Care's Palliative Care Centre independently, we have a team of volunteer drivers who will be able to collect you and take you home after your appointment. We have vehicles that accommodate all kinds of travelling needs, so don't worry if you're a wheelchair user.

I have been coming for a few weeks, so what happens now?

Initially, we offer patients a six-week care plan. We'll monitor your progress and will meet with you to review your goals. If you've achieved the goals set out in your care plan, you'll be discharged or offered another six weeks of care if more support is needed. Once you have achieved your goals, you will be discharged into the care of your Macmillan nurse, GP or other health professional; you may be re-referred by your community team or GP in the future, if a specialist palliative need arises.



Can I contact you out of hours?

If you need us in between visits, the Keech Palliative Care Centre can be contacted on 01582 497818 between the hours of 9am and 5pm. Outside of these hours, please feel free to leave us a message.



Patients living in Luton can also call the 24-hour advice line on 0808 180 7788 for information and advice outside of normal working hours. The advice line is manned by an experienced nurse and Keech Hospice Care's My Care co-ordination team, who'll be able to offer specialist advice and support.

Patients living in South Bedfordshire can call the PEPS 24-hour advice line on 01767 641349 for information and advice outside of normal working hours.

What do you do with my information?

Keech Hospice Care is bound by the Data Protection Act 1998 and we take our responsibility very seriously.

We promise to:

- take great care of the information you share with us and maintain the highest levels of confidentiality.
- only share your healthcare information with other professionals and health workers when they need it to provide your care. Your records may also be used in research or audit projects.
- always seek your permission first if we intend to use your information in any other way that you might not expect. If you would like to know more about how we use your data, including details of how you can access/read your own medical notes, please ask a member of staff for a copy of our 'How we use your information' leaflet.

What if I need to submit a comment, compliment or complaint?

We take great pride in the quality of service we offer. If you have any comments or suggestions about our service, please post your views in the comment boxes in the unit. We would love to hear from you.

If you'd like to make a complaint about any aspect of your care or treatment, this can be done verbally to any member of staff or in writing to our chief executive. Every comment or complaint is recorded and acted upon according to our complaints policy. We'll always investigate your complaint fully and deal with it quickly and confidentially, keeping you informed throughout.

For more information, please ask a member of staff for our 'What did you think?' leaflet.

What if I have an accident?

If you, or any of your visitors, sustain an injury or have an accident - however small - while at the hospice, it is very important you inform a member of staff. Keech Hospice Care is legally required to record all incidents/injuries in our accident book.

What if there's a fire?

The fire alarm is a continuously sounding siren. We test it briefly every Friday morning at 10am. If the full fire alarm sounds continuously, please await staff instructions. If evacuation becomes necessary, nursing staff will be with you throughout the process.

If you discover a fire, please isolate it by closing doors around the area if possible. Notify a member of staff. Don't attempt to tackle the fire yourself.

Who regulates us?

The Care Quality Commission is responsible for regulating and inspecting voluntary and private healthcare organisations. For a copy of our most recent inspection report, please contact our chief executive at the hospice or visit the Commission's website at www.cqc.org.uk.

Alternatively contact:
CQC National Customer Service Centre
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161

Can I find out what other people think about Keech Hospice Care?

Every year, we conduct a survey asking our patients and their carers what they think of our service. The results of these surveys are collected into a summary and made available to the public.

To see the results of our latest survey, please visit our website at www.keeche.org.uk, ask a member of staff or call 01582 497805.

Patient notes:

If you would like this information in other languages, large print, braille, audio tape/CD or other formats please contact comms@keech.org.uk.

اگر آپ ان معلومات کو کسی دوسری زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی ہماری رابطہ ٹیم (Communications Team) سے رابطہ کریں۔ رابطہ تفصیلات اس ورژن کے نیچے حصے میں درج ہیں۔

Urdu - درج ہیں۔

Uwaga: Jeśli wolelibyście Państwo otrzymać poniższe informacje w innych językach, dużą czcionką lub w innych formatach (np. na kasecie, płycie, inne), proszę o kontakt z naszym Zespołem ds. Komunikacji **Polish**

যদি অন্য কোনো ভাষায় এই তথ্য চান, তাহলে অনুগ্রহ করে আমাদের কমিউনিকেশনস্ টিম (Communications Team) এর সঙ্গে যোগাযোগ করুন। এই প্রচারপত্রের নিচে যোগাযোগের বিস্তারিত তথ্য দেওয়া হয়েছে। **Bengali**

ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਣਕਾਰੀ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੀ ਸੰਚਾਰ ਟੀਮ (Communications Team) ਨਾਲ ਸੰਪਰਕ ਕਰੋ। ਸੰਪਰਕ ਵੇਰਵੇ ਇਸ ਲੀਫਲੈਟ ਦੇ ਹੇਠਲੇ ਹਿੱਸੇ ਵਿਚ ਦਿੱਤੇ ਗਏ ਹਨ। **Punjabi**



As a charity, Keech Hospice Care's survival depends on the community for 70% of its funding with only a small amount (30%) provided by the NHS, local authorities and the Department of Health.

To help us continue to look after local families when they need us most please donate at www.keech.org.uk/donate

Where we provide care

- Adult and children's service
- Children's service

