



An introduction
and practical guide to
The Myton Hospices



myton
hospice

Our priorities at all times are:

To ensure patients and families are informed about their care and that they are included in every decision

To ensure everyone is treated with dignity and respect

To minimise pain and emotional distress

Hospice: even the word can be very frightening if you have just found out that you or your loved one isn't going to get better. Many people think that if their doctor or nurse suggests they visit the hospice it must be to die. This isn't always the case. It may mean you have a whole lot more living to do yet!

Here at Myton we know how precious every moment is when you or someone you care for has an illness that can't be cured. That is why we work to ensure those final months, weeks or even hours are as good as they can be. We will help you and your family deal with your symptoms and emotional distress to ensure you can all spend your time living your life to the full. We often work with patients over a long period of time to ensure their lives remain pain free and fulfilled.

This straight-talking booklet is designed for anybody who is interested in finding out about what the hospice does, about whether our support is for you, or, if you have already been referred to Myton, what to expect.

So, go on... don't let this one small, seven letter word put you off finding out about a whole world of support that may be available. Read on; you might be surprised...

Ruth Freeman
Chief Executive Officer

Day Support at Myton

Our day hospices in Coventry, Rugby and Warwick offer you the opportunity to meet with experienced nursing staff on a weekly basis, enable you to discuss any worries and help you to cope with medical or emotional concerns. We can offer you a relaxed and informal environment where you can be yourself, and, if you wish, talk with others who may have had similar experiences.



Initially we will offer places for one day a week over a period of 12 weeks. This can be subject to change depending upon your needs.

Attending one of our day hospices can give your loved ones a much needed break, with the knowledge that you are safe and well cared for by our nursing team.



Day Hospice is available to anyone aged over 18. If you are living with cancer or a long term condition speak with your GP or Nurse, or contact us directly:

Warwick Myton Hospice 01926 838808
Coventry Myton Hospice 02476 841900
Rugby Myton Hospice 01788 550085



“ I can't believe how much I laugh when I'm there. It has made such a difference to my wellbeing ”

Other Services

There are many more services that are on offer to patients who attend our day hospices. These are often centred around emotional wellbeing rather than just medical issues.

Physio and Occupational Therapy to help with a range of symptoms and maximise your independence.

Creative Art – this can be purely for pleasure or to help you with the emotional aspects of your illness.

Hairdressing and beauty treatments to help you look and feel good.

Complementary therapies such as aromatherapy, massage, reflexology and reiki to help you relax and unwind.

Multi-faith pastoral care for those seeking spiritual guidance and support.

Counselling and emotional support for you or your family.

Day Hospice You might also be interested to know...

- There is no charge for any of our services
- A range of hot and cold food and beverages are on offer to suit all tastes and dietary needs
- If you have transport difficulties, we may be able to arrange a volunteer driver for you
- All our sites are located in pleasant and relaxing environments with level access and outdoor patio gardens
- Our day hospices are supported by volunteers who provide company, and assist with the day to day running of our centres
- Day hospice hours are usually 10am - 3pm



“

Stephen absolutely loved attending the Rugby Myton Day Hospice. After giving up his career in the RAF he had lost everything, but Myton gave him his life and independence back. He really enjoyed the fun and laughter at the hospice, and was always up for playing mischievous tricks on the staff and volunteers. He had some very happy times there.

”

Stephen's mum Liz



Inpatient care at Myton

As soon as Myton patient John opened his eyes he was reminded just how much his four children loved him. The wall of his room at our Coventry Hospice was covered with a beautiful banner made for him by Faith, Gabriel, Michael and Sarah.



Myton has two inpatient units, Warwick and Coventry and is the only hospice with inpatient beds in Coventry and Warwickshire.

Both have teams of nurses, doctors and other health care professionals who specialise in palliative care.

We specialise in helping you and your loved ones to get on top of difficult symptoms, deal with any physical pain and reduce emotional distress so that you can return home better prepared to cope. We also offer short respite

stays of around one week to give you a break in a safe, supportive and therapeutic environment.

Our inpatient units also offer support for those at the end of their life and their families.

Our inpatient services are all free of charge. Relatives' accommodation is available in each hospice for those families that may not be local and wish to be with a loved one at the end of their life, although availability is very limited.

How much does it cost?

Myton inpatient care is FREE of charge to all our patients, including meals. The Myton Hospices is a registered charity. We receive just over 20% funding from the NHS and the rest is generated from our fundraising activities.

Is it like a nursing home?

No, Myton is not a nursing home and we cannot take patients long term. If you come in for respite care or symptom control and decide you don't feel able to return home, we will help you sort out longer term nursing care or assist you to get extra help and support from home.

Is it like a hospital?

Yes and No.

Yes, we are a specialist clinical unit - professional nurses and doctors offer full clinical care, we prescribe and administer medication and we have some equipment that you would expect to see in a hospital.

Doctors can help to control your symptoms or pain and of course patients come to Myton for end of life care. Trained counsellors and professional therapists can assist

with any emotional distress and help rebuild your, and your carer's energy to return home.

No, we are much more informal. You are welcome to come and go anytime during your stay and volunteers support us to deliver personally tailored services for each patient.

Are there single rooms?

Most of our rooms are single, but not all. We cannot guarantee a single room, particularly for respite care. Rooms are never mixed gender and most rooms have en-suite toilet facilities.

I don't have cancer, is it suitable for me?

We provide care for anybody with an illness that will shorten their life. This includes cancer but also conditions like heart failure, Motor Neurone Disease, renal failure or chronic respiratory disease. Our medical and nursing teams are trained to ensure that whatever your diagnosis you will receive the best possible care.

Can pets visit?

We welcome pets of all shapes and sizes at Myton. We have therapy dogs visit on a regular basis. Pets, other than guide dogs, cannot stay overnight.

Is there a waiting list?

Sometimes, yes. We discuss the allocation of beds every morning and have clear criteria for prioritising patients. If we are experiencing a high demand for our services we will place you on a waiting list and keep your GP or specialist nurse informed.

Can I choose which hospice I go to?

Yes, you can express a preference. Our inpatient services are currently available in Coventry or Warwick. Our Warwick Unit is slightly bigger. We will try to accommodate your preferences but this is not always possible for a speedy admission.

cannot afford to provide these sundry items and we respectfully ask patients and families to bring them with them. As with hospital visits, you may wish to leave valuable items at home.

What is the food like?

At both Coventry and Warwick Myton the food is cooked daily in our kitchens by trained staff. Patients' meals and all refreshments are provided free of charge, whilst family members can order meals at reception (or from our volunteers) at a small cost. Special dietary requirements can be catered for.

Can I smoke?

Patients are welcome to smoke in our specially designated smoking room. It is however illegal for family members to smoke at Myton as it is a public place.

Please do not smoke on the patios outside patient bedrooms as it can set off the fire alarm. Smoking in patients' bedrooms is strictly prohibited.

Is there car parking?

Car parking is available and is free of charge at all Myton Hospice sites. At Coventry ask at reception for a token for the exit barrier before you leave.

Can I come to look around?

Yes. You would be very welcome. Please call Warwick on 01926 492 518 or Coventry on 02476 841900 and ask for the inpatient nurse in charge and we will make an appointment for you to visit.

We also hold open evenings throughout the year, which are a fantastic opportunity to gain insight and understanding the care and services we provide in the local community. Meet some of our Medical staff and take a tour of the Hospice. You can find more about these evenings on our website.

Can I take a mobile phone or laptop?

Yes. We ask that both patients and carers are considerate of other guests when using their phones.

Visitors may wish to turn their phones to silent/vibrate during their stay. Myton has free wireless access (Wifi) and can usually provide a laptop for patients to use SKYPE and similar if requested.

Can I arrange to be admitted myself?

The first step you need to take is to speak to your GP, District or Macmillan Nurse or a clinical nurse specialist.

**What are the visiting hours?**

You are welcome to visit anytime. However, between the hours of 2pm and 3pm we have a quiet period when we ask visitors to keep the noise to a minimum.

What will I need to bring?

Please bring all your medication. We also ask that you bring everything you would usually take for an overnight stay, e.g. toiletries, tissues, shaving kit, reading books, slippers and nightwear. As a charity, Myton unfortunately

Our Other Services

Myton at Home

In some parts of Warwickshire we are able to offer Myton nursing care at home to enable you and your loved ones to be cared for in your own familiar surroundings. We work at the request of the Community Nursing teams and offer a high quality support service in the last 2-4 weeks of life. We know that many people prefer to be cared for in their own home where they feel most comfortable and at ease. We also know that some family members and friends can become concerned or worried about being able to care for someone at home. The Myton at Home service operates 7 days a week and provides care during the day and at night. The team includes Registered Nurses and experienced Nursing Assistants who work closely with Community Nurses, Specialist Nurses and GPs.

If you are referred to the service you will be visited by a member of the team who will talk with you about your care needs and agree with you a care plan. For

many people this care plan will include visits for personal care and emotional support in the day and, if needed, care at night. The Myton at Home team is committed to person-centred care which is delivered with compassion and at a pace that is appropriate to individual needs, including support and guidance for family and friends.

“We passionately believe that the final part of someone’s life is as important as the beginning”

If a member of the Myton team attends overnight, do they need a bed and meals?

No, our workers will bring their own meals with them and will not sleep, but access to a kettle would be great!

For all enquiries please call the 'Myton at home' team on 01788 551516

The Lymphoedema Clinic

If you have swelling to an area of your body (possibly arms or legs), it may be your doctor or nurse refer you to the lymphoedema clinic at Myton Hospice. The cause of the swelling and the symptoms you are experiencing will be assessed and the best way of managing the swelling and reducing these symptoms will be planned. Some of the treatments to manage the swelling may include:

- Skin care
- Compression stockings or bandaging
- Exercise/movement
- Lymphatic drainage (a type of massage)

If you have any questions about this or would like further information, please contact the lymphoedema clinic on 01926 838806.



“

It is wonderful to be able to see the farm from my bed and have these lovely Myton ladies caring for me – I lie in bed and watch the clouds from my window and I am very content.

”

Doreen was visited twice a day by our Myton at Home team

Spiritual Care

You may find that you have questions and uncertainties that you would like to explore and thoughts and feelings that are hard to discuss with the people who are closest to you. Sometimes it's easier to talk to someone who is not directly involved in your situation – and this is where the Spiritual and Pastoral Care Team may be able to help. Members of the team are trained to be careful and compassionate listeners, and offer confidential, non-judgemental support regardless of denomination, culture or ethnicity. The same support is offered both to patients and to any family members or friends who might find it helpful.

You don't have to be religious to access this service; the big questions about identity and life's meaning are equally important whether you believe in God or not. Many of our volunteers have a faith, but some are humanists or atheists; and no one will try to pressurise or convert you.

Complementary Therapy

Complementary therapies are a combination of both modern and ancient techniques and can offer a great deal of support to those that use them. All complementary therapies are working in some way with your body's own natural healing processes and energy, whether on a physical, emotional or spiritual level.

Physiotherapy and Occupational Therapy

Our teams will work closely with you and your family to enable you to maintain as much independence and control over your own life as possible. Working across all areas within the Hospice, our therapists provide practical support, advice and information to assist patients, families and carers to remain safe and improve quality of life.

Creative Art

This Involves the use of art materials to express thoughts, feelings and experiences and may include:

- Exploring creativity
- Communicating issues that may feel difficult, confusing or contradictory
- Expressing feelings of anxiety, depression etc.
- Exploring changes in lifestyles or situations
- Exploring grief and loss
- Recalling memories and important life events
- Helping with pain
- Aiding relaxation
- Leaving a lasting memory

The art facilitator will provide a safe and confidential space for art making and talking to occur. There is no need to have previous experience to enjoy the benefits of creative art.



Counselling & Emotional Support

Coping with a terminal illness is a huge challenge for patients, friends and family, including children. We provide adult and children's support, either individually or in groups, to help you cope.

By providing an opportunity to talk in confidence to someone who is not directly involved in the situation, and by sharing your worries and fears, you can feel less overwhelmed by them. It can also help you feel more in control even though there may be some things you cannot change.

Families often find it difficult to know what to say to children. We can offer advice and support in the following ways;

- One-to-one counselling
- Family group work/ telephone support
- Activities to prepare them for a death in the family
- Bereavement workshops



These will help them talk and express their feelings and makes the experience less frightening.

Our Rainbow Ripples service supports children up to teenage years. We also have a separate support group for teenagers called Myteens.

“ Stephanie was a little girl who wore a kind of mask, she was happy on the outside but upset on the inside. When she went to Rainbow Ripples she talked about her feelings and for a short while she could take her mask off ”

Stephanie, age 9, writing about herself



“We know that making someone feel better is not just about medicine – sometimes holding someone’s hand or taking the time to listen to their fears can make the greatest difference”

Clinical Psychology

The Clinical Psychology service at Myton offers support to patients (inpatients, outpatients & day patients) and their relatives or carers. The Clinical Psychology service aims to help people cope and adjust to their situation.

Our psychologists offer ‘talking’ therapies and do not prescribe medication. Sessions usually last up to an hour and take place as frequently as needed, but this can be discussed on assessment.

If you would like to see a Clinical Psychologist or are not sure what support is most appropriate for you or your family, Myton staff will be happy to talk you through the various options.

Can I just book an appointment?

If you or the person you care for is

already known to Myton Hospice you are welcome to call our counselling team on 01926 492518 (ask for the counselling team) for a confidential discussion about how we can support you. If they are not known we may need to refer you to other organisations that can help.

How much does it cost?

Bereavement care for adults and children at Myton is free of charge.

Is counselling in my own language?

At present we offer counselling in English, Spanish and Punjabi.

Helping you plan for the future

Taking the first steps in talking about what is going to happen can be difficult and even frightening, but spending some time planning for the

future, when you are all together, can be valuable in many ways.

“Tying up loose ends does not mean you are giving up.”

National Council for Palliative Care

You might want independent assistance with tasks like arranging your will or financial affairs but also things like recording how you would like to be cared for, where you want to die or how you would like your funeral. Maybe you would like a volunteer to help you write a letter to a loved one.

You, or your family, might not be ready to talk about any of this yet... but when you are we are here for you with practical assistance as well as ideas and support.



What Makes Myton Different?

Bring Your Pets

We welcome pets of all shapes and sizes at Myton. We even have therapy dogs visit on a regular basis.

"It's lovely to have Tashi come and see me and be made so welcome by Myton. She's an important part of our family."

Jim Chandler



Family Celebrations

We have hosted many weddings, birthdays, anniversaries and even a stag do. Whatever you need... just ask and we will try our best to accommodate any reasonable request.

"We were able to hold a special party to celebrate Heather's birthday and our anniversary which was very special."

Heather's husband David from Kenilworth



Relatives' Accommodation

We know for many families it is extremely important that you remain the main carers for your loved one. Some families wish to continue to wash, cook and feed patients, which we will always try to facilitate.

We have en-suite rooms available in Coventry and Warwick for relatives whose loved one is receiving end of life care. Speak to our nursing team for more information.

"It is amazing that we were able to use the new relatives' accommodation in Warwick to be close to my husband Michael during his time at Myton. Our children Jack and Sienna were very excited. To be able to accommodate the children and keep them together especially at such a late stage was really important."

Emma Mac from Stratford

A Home From Home

Children of all ages are welcome. We have family rooms with toys, games and DVDs and extensive outdoor areas to play in.

Each patient room has its own garden area which can be used for family picnics or even a BBQ.

"It's wonderful that loved ones can spend quality time together doing everyday things like watching a film in our family room."

Myton Nurse



“The two words which have always terrified me are “cancer” and “hospice” – this place has changed my mind. The staff have been brilliant with both me and my family”

Patient Feedback, Day Hospice



Every year we need to raise over £8 million to run The Myton Hospices. This all comes from the amazing support of the people of Coventry & Warwickshire.



There are lots of ways you can help raise funds to support the essential work at Myton, from skydiving to donating clothes in our shops. You might want to join our weekly lottery, participate in one of our sponsored events or remember us with a gift in your will.

For more information on how you can help us ensure the care of Myton is available for everyone, please contact our fundraising team by emailing enquiries@mytonhospice.org, telephone or ask our reception.



General Information

We welcome feedback because it enables us to continuously improve the things we do. If you have anything to tell us (good or bad), please do not hesitate to contact the Chief Executive, based at Warwick Myton, on 01926 492518, or email CEO@mytonhospice.org. All complaints will be treated confidentially and will receive a response within 48 hours. For a copy of our complaints procedure please telephone or visit our website. Compliments and comments on how we could improve are also greatly welcomed.

I have private healthcare?

Your care at Myton is free of charge. If you have private health insurance please inform a member of staff as we may be able to obtain a contribution towards your care from your insurer.

Where can I find out more about hospice provision in the UK?

Please visit our website: www.mytonhospice.org
Mary Ann Evans Hospice: www.maryannevans.org.uk
Shakespeare Hospice: www.theshakespearehospice.org.uk
Hospice UK: www.hospiceuk.org
National Council for Palliative Care: www.ncpc.org

Where Are We?

 **Warwick Myton**
Myton Lane,
Warwick CV34 6PX
Tel: 01926 492518

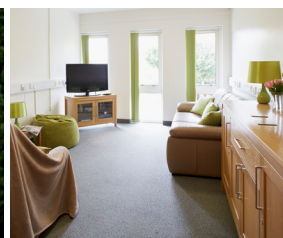
 **Coventry Myton**
(situated on the hospital site)
Clifford Bridge Road,
Coventry CV2 2HJ
Tel: 02476 841900

 **Rugby Myton & Myton at Home** (situated on the St Cross Hospital site)
Barby Road,
Rugby CV22 5PY
Tel: 01788 550085

Free parking is available at all our sites, although limited at Rugby. The hospital car park is close by, however there is a charge for this. All email enquiries: enquiries@mytonhospice.org



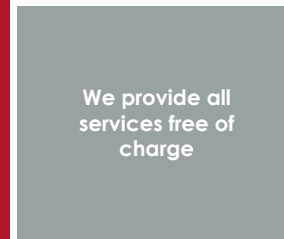
We care for people aged 18 years and over living in Coventry and Warwickshire who have a terminal illness



We are about living well and coping just that little bit better



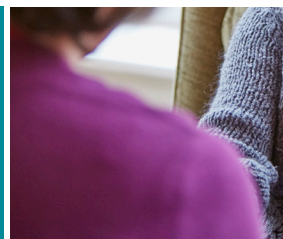
We have hospices in Coventry, Rugby and Warwick and specialist nursing teams that care for people in their own homes



We provide all services free of charge



We care for people with a wide range of terminal illnesses including Cancer, Motor Neurone Disease, Heart Failure, Parkinson's and Dementia





Photography by
Rowen Photography Ltd

Sponsored by
Warwick Provident Dispensary



www.mytonhospice.org

[f/MytonHospice](https://www.facebook.com/MytonHospice)

[t@MytonHospices](https://twitter.com/MytonHospices)

Registered Charity No. 516287