

Patient and Carer Wellbeing Service

Please note; Our therapeutic days have now closed - Our 'Drop in' sessions will be reinstated once government restrictions allow.

The Myton Hospice's Patient & Carer Wellbeing Service

works with patients, families and carers to support them to improve their wellbeing and quality of life. Our service is available to any adult aged 18+ living with or caring for someone with a life limiting disease who needs specialist support, information, guidance, or help planning for the future, or who just needs a coffee and a chat. We aim to be alongside our patients and their families for as long as possible, supporting them as their needs change.

The overall aim of the provision of service is for patients and families to receive expert supportive care by a team of multi-disciplinary professionals and volunteers to;

- ✓ Enable people with life limiting illnesses to live as independently as possible in their own homes and communities.
- ✓ Provide education and information on progressive illness to patients and their carers/families and empowering them to engage in;
 - difficult conversations about death and dying.
 - Advance Care Planning (ACP)
- ✓ Facilitate access to our **Living Well programme** - *a course of planned outpatient appointments aimed at enabling individuals to identify and manage their most significant concerns and priorities. Examples of the types of support and interventions people have found beneficial are experiencing and learning relaxation techniques, managing anxiety and fatigue, building confidence with physical activities and strengthening emotional coping strategies.*
- ✓ Provide a range of activities to suit individual needs and abilities – which include face to face and virtual events.
- ✓ Undertake assessments in a patients/carers home where appropriate.

The Teams

A strong emphasis is placed on a multidisciplinary approach which is delivered by a team of healthcare professionals who specialise in palliative care. Patients, family and carers will have full access to support from our Patient, Family, Carer Support Services (PFCSS) team depending on individual needs.

The Team is made of a number of different professionals who are all experienced in responding to the needs and concerns of people living with life limiting illness including Palliative Care Nurses, Complementary Therapists, Physiotherapists, Occupational Therapists, Spiritual and Pastoral Care, and Counselling Services.

Any support patients/carers/families receive can be tailored to their individual needs and will be discussed with the wellbeing nurse during their first telephone assessment. Some patients require intensive support to help manage symptoms or psychological needs, whilst others benefit from the wellbeing team just keeping in touch on a regular basis and knowing we are here should they need us.

Carers

As an organisation we are very aware that family and carers need to be supported in their central role of caring for individuals with a life limiting illness. Through our Wellbeing Service we aim to provide that vital support, guidance and information needed both to enable carers to care for their family member or friend and to preserve their own health and wellbeing within their caregiving role.

Our wellbeing nurses are trained and able to guide carers through a structured carers assessment, which enables them to identify where they need more support. They are then able to initiate that support through our internal teams where appropriate and available, or signpost to the most relevant services external to Myton.

Referrals

Patients and/or carers can make a self-referral by contacting the Referrals team on **01926 838889** between **9.30am and 1.30pm Monday to Friday (excluding bank holidays)**.

Alternatively, any healthcare professional involved in a person's care can make a referral using the Myton online referral form via The Myton Hospices website.