

## **Patient and Carer Wellbeing Service**

The Myton Hospice's Patient & Carer Wellbeing Service works with patients, families and carers to support you to improve your wellbeing and quality of life.

Our service is available to any adult who has active, progressive disease for which the prognosis is limited and the focus of care is quality of life.

The adult has to be aged 18+ and registered with a Coventry or Warwickshire GP. We can support you if you are living with, or caring for someone with, a life limiting illness who needs specialist support, information, guidance, help planning for the future, or who just needs a coffee and a chat. We aim to be alongside you for as long as you need.

Living with illness can turn your world upside down and prevent you doing the things that are important to you. Our aim is to help you to live well by enabling you to identify your most significant concerns and priorities, providing a range of support to help manage the changes in your life and to enable you to focus on the things that are meaningful to you.

The overall aim of the Wellbeing Service is for you to receive expert supportive care by a team of multi-disciplinary professionals and volunteers to;

- Enable you to live as independently as possible in your own home and communities
- Provide education and information in regard to your illness, empowering you and those supporting you to engage in difficult conversations about death and dying and Advance Care Planning (ACP)
- Provide a range of activities to suit your individual needs and abilities
- Group sessions allowing social interaction with others who maybe in similar situations to yourself

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, strengthening emotional coping strategies, learning about the care services and how to access them, and planning for the future.

## **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. You, your family and carers will have full access to support from our Patient and Carer Wellbeing Service team depending on individual needs. We aim to provide high quality holistic care and support, promoting dignity, individual choice and support for carers/family.

The Team consists of registered nurses, nursing assistants, occupational and physiotherapists, counsellors, chaplaincy, complementary therapy and volunteers.

Any support you receive can be tailored to your individual needs and will be discussed with the wellbeing nurse during your first 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 if you should 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**

You, your family or carer can make a self-referral by contacting the Referrals team on 01926 838889 between 8am and 6pm Monday to Friday (excluding bank holidays).

Alternatively, you can ask any healthcare professional involved in your care to make a referral on your behalf using the Myton online referral form via The Myton Hospices website.