



Cornwall Hospice Care

• Mount Edgumbe Hospice • St Julia's Hospice •

Caring for our community

WHAT MATTERS ?

@cornwallhospicecare

AN E-NEWSLETTER FOR THOSE IN CORNWALL APPROACHING OR PLANNING FOR END OF LIFE AND THOSE WHO ARE BEREAVED

SPECIAL POINTS OF INTEREST:

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Useful Links Directory

<https://www.cornwallhospicecare.co.uk/our-community-services/>

Did you know we have a Useful Links Directory?

One place to find website links and contact information for a range of organisations and charities that may offer support.

You can search for

- Bereavement & Grief
- Cancer & Oncology
- Carers
- End of Life Planning
- General Support and much more...



Scan Me!



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Neighbourhood Hubs

Support, practical advice, information and treatment for people living with a palliative/terminal illness or a deteriorating progressive disease and their carer; also for people who are bereaved.



- One to one support and occupational therapy in person or by telephone
- Workshops and groups: well-being, learn how to manage fatigue, anxiety/stress, plan for the future (advance care planning) and more
- Monthly bereavement support group & more

This FREE service is centred around your needs and what matters to you

To make a referral please call 01726 829874 or email communityservices@cornwallhospice.co.uk

We're here for you

www.cornwallhospicecare.co.uk/our-community-services/



Cornwall 111



Out-of-hours treatment for patients with palliative care needs



Cornwall 111 Out of Hours Service for Patients with Palliative Care Needs

We recognise that patients with palliative care needs, and their carers, can be reluctant to seek help during the night or at weekends.

This leaflet aims to reassure you that we are available throughout the entire out-of-hours period.

There will always be a clinician available to speak to. Please call us if you think we are able to help.

Who can I call?

Kernow Health provides the integrated urgent care service in Cornwall. We offer GP and clinical care when your surgery is closed. You can contact us by phoning 111 or the Palliative Care Line on 01872 224050.

What information is required?

We need some brief personal information when you call. Kernow Health uses an electronic information system that records individual treatment plans, decisions and wishes.

This information is shared with key healthcare professionals including the ambulance service, hospitals and community healthcare teams. Please be prepared to give the patient's:

- name
- date of birth
- address and telephone number
- GP and surgery name and current symptoms.

What will happen when I call?

A call operator will take the patient's details. These are sent by computer to a duty doctor. We can contact your local district nurse if requested. The duty clinician may have a special note provided by your own GP or palliative care nurse explaining your treatment and wishes. The duty doctor will aim to telephone you within 20 minutes and assess the problem. They can provide:

- advice over the phone
- home visit within two hours (the doctor can also arrange for a district nurse to visit you)
- prescription for medicine or dose adjustment to help control your symptoms.

Details of the above are sent to your own GP the next working day.

Giving you priority

We will give your call urgent priority. The duty doctor will aim to telephone you within 20 minutes. If a home visit is needed, the visiting doctors will aim to be with you within two hours of the telephone consultation.

When should I call?

Please do not hesitate to call us if you have:

- increased pain that does not settle within two doses of prescribed medication
- nausea, vomiting or other symptoms that do not settle with the usual medication.

You should also call us if you have been advised to contact a doctor by a hospice nurse. Contact us as often as you need to.

Our clinicians work from hospital-based

treatment centres and are always ready to help you.

Can we do more to help?

Kernow Health works closely with the palliative care health professionals and hospices around Cornwall. With their help we review and make changes to improve our services for palliative care patients, their families and carers.

- We are grateful for any feedback you may have about our service. You can:
- ask your palliative care nurse to pass on any comments to us.
- give your feedback via our website:
- www.kernowhealthcic.org.uk
- telephone: 01872 221102
- email us:
kenowhealthcic.cornwall111admin@nhs.net
- post: Kernow Health CIC, 1st Floor Cudmore House, Oak Lane, Truro TR1 3LP

About Kernow Health CIC

Kernow Health is owned by Cornwall's GP practices. Our aim is not to make a profit; rather, our main objective is to deliver a first class service for patients.

The GP out of hours service is part of the integrated urgent care service run in partnership with Royal Cornwall Hospital NHS Trust and Vocare Limited

If you would like this leaflet in large print, braille, audio version or in another language, please contact 01872 222400

Kernow Health CIC

1st Floor Cudmore House

Oak Lane . TR1 3LP



New End of Life Volunteer Service at Royal Cornwall Hospitals Trust

A new team of volunteers offering companionship to patients at the end of life has been recruited and trained at Royal Cornwall Hospital in Truro.

Butterfly Companion Volunteers provide companionship to patients in hospital who are in the last days and hours of their lives. They are calm, kind and have exceptional listening skills. The team is carefully recruited and trained with support from The Anne Robson Trust, a national charity whose vision is that nobody deserves to die alone. The volunteers are drawn from the local community and they are from all backgrounds, genders and ages. Some may have supported their own loved ones at the end of their life, and they all have a compassionate and empathetic nature.

Butterfly Companion Volunteers:

- offer dying patients company as they approach the end of their life, especially those without visitors or patients whose loved ones have not yet arrived
- offer support to families and friends who need respite from the bedside, giving them an opportunity for a break, for example for some fresh air, a shower or a meal
- improve the wellbeing and working environment for staff by enabling them to focus on clinical tasks in the knowledge that their patient is not alone.

Butterfly Companion visits can be requested by ward staff and families. You can contact the Butterfly Companion Volunteer team directly on 01871 253702 or email: rcht.butterflycompanions@nhs.net.





Citizens Advice Cornwall and Macmillan Cancer Support working together.

The Citizens Advice website www.citizensadvice.org.uk offers direct access to practical, reliable and up-to-date information on a wide range of topics and refers to other sources of advice you might want to use.

How to contact us

-  telephone us on 01872 256373
-  email macmillan@citizensadvicecornwall.org.uk and a member of the team will get in touch with you
-  ask your clinical nurse specialist to make a referral to us and we will get in contact with you
-  By letter to CA Cornwall Macmillan Welfare Benefits Project, The Cove Macmillan Support Centre, Royal Cornwall Hospital, Truliske, Truro, TR1 3LJ

 Call the Macmillan Support Line free on 0808 808 00 00 (Monday to Friday, 9am-8pm) or visit macmillan.org.uk

 You can also join our online community at community.macmillan.org.uk to chat online with people who are going through similar experiences.

We are benefits advisers

If you or your family are living with cancer and struggling to cope with its financial impact, there is help available. When you or someone close to you has been diagnosed with cancer, your job and money may not be the first things you think about. But having cancer can be expensive. Your or your family's income may go down and your spending may go up. You may have to pay for a special diet, child care, higher heating costs or travel to a hospital. It may be hard to keep your job.

Citizens Advice Cornwall Macmillan Welfare Benefits Project can give you free, impartial and confidential advice over the phone or through arranging an appointment. Please contact us on 01872 256373 for further details.



A Macmillan Welfare Benefits Service for people living with and beyond cancer



Our specialist team can...

- provide advice on what benefits you can claim if you or your partner are in work, or if you cannot work
- help you with applications for benefits and assist with appeals against benefit decisions
- do 'what if' calculations on your finances so you can decide the best option for your own situation
- help you access charitable grants and one-off payments, including help with Macmillan grants
- help you with your application for financial support from the Local Authority, such as housing benefit and council tax relief.

Some of the questions we're asked:

- I am struggling to pay my bills as a result of my cancer diagnosis – is there any help I can get?
- I have received a very complicated form about my benefits – can you help me with it?
- Are there any benefits I can claim that aren't means-tested?
- The cost of travel to my treatment and car parking is very high – where do I get help?
- If I have to stop work or reduce my hours what help is there?
- We can help with questions like these and many more.



Walk Talk Kernow

**Are you bereaved and enjoy walking
with others?**



'Walk Talk Kernow' is a **FREE** adult bereavement support group run by Cornwall Hospice Care. Whilst walking in nature, each group provides a space for those who are bereaved and seeking social connections with others who are also experiencing grief.

Join us and allow nature to help guide you through the grieving process, step by step.



www.facebook.com/WalkTalkKernow

for more information, visit our website
or scan here.

<https://www.cornwallhospicecare.co.uk/our-community-services/>

Helping you plan ahead for a time of failing health. Because we all deserve the opportunity to communicate what matters to us.



We want to support you to think about your wishes and preferences for the future. Writing down your preferences in an Advance Care Plan can help those around you to understand what matters to you.

What is Advance Care Planning?

Advance Care Planning encourages you to discuss and write down how you would like to be cared for and what you would like to happen if you are unable to communicate your wishes.

Having these discussions, or completing an Advance Care Plan, is entirely voluntary. The only legally binding decision some people wish to make is an Advanced Decision to Refuse Treatment. This can be part of, or separate to, your Advance Care Plan.

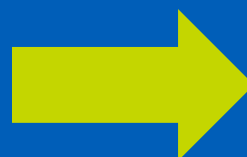
And because your health, and your preferences, can change over time, any decisions that you make can be changed by you at any time in the future.

If you'd like a template for an advance care plan, or to discuss how to write one, please speak to the team looking after you at the hospital.

For more information on completing your Advanced Care Plan visit the web link below or you can scan the QR code below

www.royalcornwall.nhs.uk/services/advance-care-planning/

You can scan me here!



New Neighbourhood Hub - Redruth

Our brand new dedicated Neighbourhood Hub venue opened in March in Redruth.

With two multiple private spaces available, the Redruth Hub offers the opportunity to support patients and their carers, as well as people experiencing bereavement, on a one-to-one basis, within groups or through workshops.

The venue, located on the site of our Redruth Cornwall Hospice Care shop on Chapel Street, includes two multi-use rooms and a treatment room as well as an accessible toilet and small waiting room. There is ramped access for wheelchair users. There is no onsite parking but there is public parking close by at the New Cut car park.

This new venture is dedicated to supporting patients living with a palliative/terminal illness or a deteriorating progressive disease, as well as their carers and people experiencing bereavement. It currently offers one-to-one appointments as well as groups and workshops delivered by the Cornwall Hospice Care Community Services Team. We are also hoping to offer this venue for use by other organisations also serving this same group of patients, carers and people going through a bereavement.

One-to-one appointments are available with our Occupational Therapist for patients experiencing fatigue, anxiety/stress, difficulties with daily living activities and practicalities or wishing to discuss their wishes for the future. Carers can also receive emotional and practical support from our experienced team. For people living too far away from this venue, appointments can also be arranged at either of our hospices or over the telephone.

Our treatment room will shortly be available for physiotherapy appointments and we are exploring options for other types of treatments to become available in future.

A series of groups and workshops is already on offer at our Redruth Hub for patients and/or their carers to attend together or separately. They offer an opportunity to discuss difficulties and find solutions in a friendly, safe environment; gain knowledge from experienced professionals as well as from others in similar situations and there is even space for a bit of fun!

Our workshops can be attended once but the groups can be attended on an ongoing basis. They all last two hours and include refreshments. Booking is essential - contact details can be found at the end of this article. Here is an outline of what is currently on offer.



Our Community Services Team:
Gwendoline Treseder, Tracey Davey, Clare Bray & Helen Treleven



- Managing fatigue workshop: Learn ways to manage fatigue, conserve and improve energy and make the most of the energy you do have with an easy to remember system and lots of tips.
- Managing stress and anxiety workshop: Learn what happens in our body when we feel stressed or anxious. Gain strategies to help you adapt and maximise your emotional wellbeing.
- Planning for the future workshop: Explore what matters to you and what your priorities are for the later stage in life. Consider how to have conversations about your wishes and what sort of documents might be involved.
- Soothing the mind workshop: Learn about complementary therapies to calm and relax the mind, including aromatherapy and self-massage.
- Gardening group: Get your fingers in the soil, sow, plant, chat, share your experience and have fun. Includes guided activities but we're very open to ideas.
- Well-being group: Having previously attended the managing stress and anxiety workshop, group members can explore well-being and self-help strategies in more depth. This includes mindfulness, different forms of relaxation, gentle tai-chi, walks, arts and crafts etc.

In addition to services for patients and carers, the Redruth hub venue also offers a space for people who are experiencing bereavement.

The bereavement support group is open to anyone who has been recently bereaved (within the past 3 years). You do not need to book for this group, but we ask people to come for the whole two hours. This group happens every second Thursday of the month and is a supportive and welcoming small group where we can share experiences and support each other.

Our Listening Ear Service has so far been offered as a telephone service but we are glad to say we are now able to meet people in person at the Redruth Hub.

Full details for the Neighbourhood Hub and our bereavement services, including referral information, can be found on our website at Community Services | Cornwall Hospice Care see below for link, or call the team on 01726 829874.



Gwendoline Treseder is an Occupational Therapist at Cornwall Hospice Care



Find out more about how our team can help you here

www.cornwallhospicecare.co.uk/our-community-services/



Life Ledger

A free service that helps families plan for and navigate the administrative burden after a death

Which?

GOOD
HOUSEKEEPING

Daily Mail

The
Guardian

B B C

The Law
Society
Gazette

We help close accounts with over
1,000 companies in the UK

We work with over 1000 companies...

Banks - Life insurance - Social media - Building societies - Health insurance - Pet insurance - Credit cards - Home insurance - Streaming services - Email - Loyalty cards - Cable & satellite TV - Energy providers - Mobile - Telephone & broadband - Online shopping - Water companies - Pensions - Travel insurance

www.lifeledger.com



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Listening Ear Service

Are you recently bereaved and in need of some support?

This service is for anyone who is isolated and vulnerable in our communities who have experienced the recent death of a loved one.

Although not a counselling service, we offer **FREE** information, support and signposting via the telephone for **6 calls of up to an hour.**

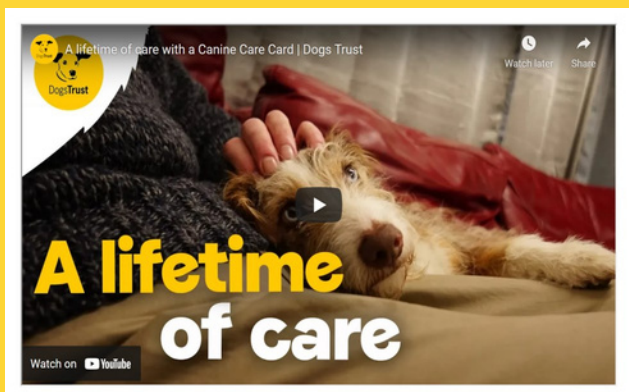
To make a referral please call **01726 829874**
or email
communityservices@cornwallhospice.co.uk



<https://www.cornwallhospicecare.co.uk/our-community-services/>

A lifetime of care with a Canine Care Card





We know that the bond between you and your four-legged best friend is entirely unique. It's hard to imagine that anyone could love and care for your dog as much as you do. But we promise we will.



If you become seriously ill or pass away, Dogs Trust will look after your canine companion, help them get back on their paws, and find them a home.

Ensure your pet is cared for in the future

Follow these simple steps to become a Canine Care Card holder:

-  **Choose your Dog Guardian** - they can sign your dog over to us if you're not able to. Make sure it's someone you trust, like a friend, family member or solicitor. Ask them before you apply, as we'll need their contact details.
-  **Complete the online application form** - have the contact details of your chosen dog guardian and your dog's microchip number handy before you begin.
-  **Receive your Canine Care Card** - when it arrives fill in the details and pop it in your wallet or purse with your other cards, so that it can always be found.
-  **Leave instructions in your Will** - confirm your wishes in your Will to help ensure they're fulfilled. We suggest the wording: "It is also my wish that Dogs Trust cares for and/or rehomes my dog at the time of my death".

We love all dogs. And though we want to be able to care for any dog whose owner has passed away or become seriously ill, there are some cases where this might not be possible. Please take a minute to make sure your canine friend is eligible for the service. .

Register for your Canine Care Card here

www.dogstrust.org.uk/help-advice/canine-care-card



Managing Grief for Carers Course

3 sessions over 6 weeks | 10.00am – 2:00pm

The experience of grief is not limited to the death of a loved one, but includes a long list of issues that can cause grief. This course will help participants to process their grief, learn to cope, and find a way to move forward. It will support participants to ACCEPT the reality of the loss or illness, EXPERIENCE and PROCESS the grief and pain, then ADJUST to a world with the illness or death.

Our courses are FREE and include all materials and travel expenses.

For more information and to make your booking, see the website link at the bottom of this page. If you can't find what you need please call Promas direct on 01736 339226.

We fully appreciate that unforeseen circumstances can arise which may force you to withdraw your placement from the course or activities. However, please be mindful that cancellations, especially last-minute ones, may result in the course/activity no longer running. Not only does this negatively impact other carers but it also has a financial cost to us. Therefore, we ask that all carers take this booking seriously.

Available Courses:

- SEPTEMBER 12th Tuesday - 10:00 am → 2:00 pm at 'The Pitch', St Dennis AFC, Boscawen Park, St Dennis near St Austell, PL26 8DT
- This course will take place in 3 sessions over 6 weeks
- Tuesday 12th and 26th September plus Tuesday 10th October

Putting carers first



Find us on Facebook!

Book Now at <https://promas.co.uk/courses/managing-grief-for-carers/>

End of life care

The NHS has a page on its website dedicated to End of life care. Here you may find the answers you may have to questions you have. This guide is for people who are approaching the end of their life. Some parts of it may also be useful for people who are caring for someone who is dying, or people who want to plan for their own end of life care.

It covers what to expect, thinking about your wishes for your future care, and looking after your emotional and psychological wellbeing.

What you can expect from end of life care

This section contains information about what end of life care involves, when it starts, and things you may want to think about.

These include advice on how to cope financially, and how and where you can be cared for, for example:

A care at home, care in a care home, care in hospital, hospice care or care in a care home

Planning ahead for the end of life

This is sometimes called advance care planning, and involves thinking and talking about your wishes for how you're cared for in the final months of your life. This can include treatments you do not want to have.

Planning ahead like this can help you let people know your wishes and feelings while you're still able to. Letting your family know about your wishes could help them if they have to make decisions about your care.

Your wellbeing

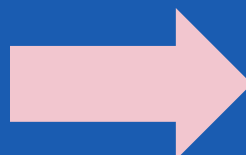
Looking after your health and wellbeing is important when you're living with a terminal (life-limiting) condition.

These pages aim to answer questions you may have about pain and other symptoms, and provide ideas for coping.

For more information visit:

www.nhs.uk/conditions/end-of-life-care/

**Scan me for a direct
weblink**





Making plans for our digital lives

James Norris is the founder of the Digital Legacy Association and MyWishes. The Digital Legacy Association is the global association dedicated to improving awareness and standards in areas relating to digital asset planning and digital legacy safeguarding. MyWishes is 'tech for good' planning software. It empowers the general public to document and share their wishes.



MyWishes

We are spending more and more time online . Just like we should make plans for the possessions we own in the real world, it is important that we think about and make plans for the possessions we have created and purchased online in the digital world.

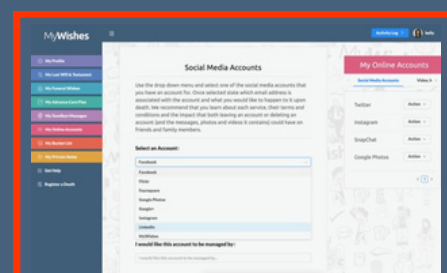
You might have photos and videos uploaded to Facebook, Twitter or Instagram. You might own shopping points, have money in a PayPal account and an 'online only' bank account. Each account is likely to be password protected. The computer or mobile phone you use to access them might also be password protected.

How can I make plans?

- Think about the accounts you have and the possessions (sometimes called digital assets) that they contain. Think about who you will share your details with one or more person you trust.
- Curate your favourite photos that have you captured within them! Your favourite photos might later be used to remember you and in doing so, form part of your digital legacy.
- Document your wishes. You might write a list of your online accounts and what you would like to happen to each of them.
- Share your wishes with your loved ones. Talk to them about your wishes and provide them with the relevant documentation.

Templates, forms and support

There are a number of tutorials within the Digital Legacy Association's For the Public section. These guides help the general public better understand which platforms they use and how to make plans for each. A 'Social Media Will' template can also be downloaded (as an Excel document) from the platform. Once downloaded it can be completed and shared with someone you trust.



MyWishes free to use service includes a Social Media Will feature (shown in image above). Once completed it can be downloaded (PDF document), signed and shared with someone you trust. It can be edited and updated whenever circumstances change or you create an account for a new service.

<https://www.mywishes.co.uk/>



Clare Bray, our Community Engagement Officer talks to our hospice Ward Clerks

The role of Ward Clerk is a particularly important one; quietly beavering away in the background, it is the Ward Clerk who prepares all the paperwork before a patient is admitted to the hospice; processing the referral paperwork, setting up notes for the ward, printing documents, creating a patient profile, and getting information from GPs. While patients are staying at the hospice the Ward Clerks are there to organise medical appointments away from the hospice and the transport to get them there. If patients return home, they will organise all the discharge documentation or in the event of a death they will liaise with the family, sort out relevant paperwork and be a contact for the coroner if needed.



Andrea Chadwick
Ward Clerk
St Julia's Hospice

At St Julia's Hospice, the Ward Clerk is Andrea Chadwick, "I first started with Cornwall Hospice Care as a healthcare in 2011 as they didn't have a Ward Clerk at St Julia's at that time and I was a qualified nurse. I then became Ward Clerk in 2013. I had always wanted to work in palliative care following my own personal experiences of the hospice; my Grandad was cared for at Mount Edgcumbe Hospice in 1990 and in 2002 my best friend was cared for at St Julia's. Being a nurse and a healthcare has definitely helped in understanding terminology for my role as Ward Clerk," said Andrea.

Andrea added, "I do miss being on the ward, but I love my job. From start to finish we give amazing care; the whole team is great. Yes, we have sad days, but when that happens, you can go to anyone for support, it is one big team."

At Mount Edgcumbe Hospice in St Austell, Janet Barnie is the Ward Clerk and has worked at the hospice for 34 years. "I started with the hospice as a healthcare, it was different then, we had 21 beds and it was mostly end of life care whereas now more people come to the hospice and then return home again," said Janet.

Janet and I were chatting out in the hospice gardens, "We're so lucky to have the gardens where patients and relatives can spend time together outside, to sit and chat, enjoy a stroll and bring their dogs. I'm lucky I still get to work as a healthcare sometimes and have that contact with patients and relatives."

Andrea and Janet both agree on the fantastic team environment "We are a very close team, there is always someone to talk to if you need to, if it's been a tough day" Janet added.

Janet said "It's lovely reading the feedback that comes in, people saying how lovely the hospice is, how nice the food is and the gardens, we are lucky we have the time to listen to people - it's often the little things that really matter."



Janet Barnie
Ward Clerk
Mount Edgcumbe Hospice



Cornwall Hospice Care
Porthpean Road
St Austell
PL26 6AB

Cornwall Hospice Care has two hospices; St Julia's Hospice in Hayle and Mount Edgcombe Hospice in St Austell.

You can support our Cornish charity by shopping in our stores from Bude to Penzance, taking part in one of our fundraising events from Cream Teas to Marathons, playing our weekly Lottery or by giving your gift of time to volunteer with us.

Telephone: 01726 65711

Email: communications@cornwallhospice.co.uk

[**www.cornwallhospicecare.co.uk**](http://www.cornwallhospicecare.co.uk)

Legacies

You can help those people with terminal illness and their families when they need it most, by leaving Cornwall Hospice Care a gift in your Will.

You help fund our vital work. Your gift, large or small, can make a big difference as it will ensure we can care for adults in Cornwall.

If you would like to find out more about leaving a gift to Cornwall Hospice Care in your Will, please contact **01726 66868 and choose option 2**

Thank you



Gwendoline Treseder
Occupational Therapist



Clare Bray
Engagement Officer



• Mount Edgcombe Hospice • St Julia's Hospice •
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Helen Treleven
Manager

Cornwall Hospice Care Community Services Team



Tracey Davey
Community Services Officer



Lollie Brewer
Engagement Nurse

