

**COMMUNITY  
HOSPICE**

For the people of  
Greenwich & Bexley

**PHYSICAL CARE.  
EMOTIONAL SUPPORT.  
PRACTICAL ADVICE.**

Helping people with terminal  
illness make their time count





# WELCOME TO THE COMMUNITY HOSPICE



## HERE TO MAKE YOUR TIME COUNT

If you've just received a terminal diagnosis, the chances are you feel like you've had the rug pulled out from under your feet.

From the moment we start supporting you, our skilled team will be with you every step of the way to help you and your loved ones navigate all of the emotions and practical questions that come with managing a terminal illness.

We want to help you feel like yourself for as long as possible, and to make the most of the time you have left. That's why we'll put what's important to you at the centre of how we care.

This leaflet will give you an introduction to who we are, what we do and how we can help you or someone you care about.

# OUR CARE FOR YOU

A hospice isn't just somewhere you come to die. End of life care covers everything from living and managing a terminal illness to helping you have a peaceful and pain-free death.

This could mean you come and stay with us to get your symptoms under control before you go back home, that you see our rehabilitation team to help maintain your independence, or it could mean our team are visiting you and caring for you in hospital or wherever you call home.

What's consistent is that we take a holistic approach to care – providing support for your social, emotional and mental needs as well as your medical ones. Our main priority is to understand what's important to you so we can tailor our care and support to get the best outcomes for you.

## HOW WE CARE

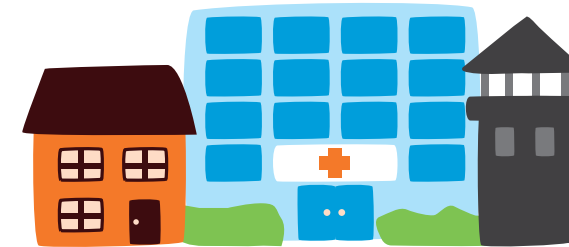
- Help you understand and make sense of your care and treatment
- Symptom & pain management and advice
- Rehabilitation and wellbeing services
- Equipment and caring support
- Practical support with social and financial matters
- Emotional and spiritual guidance for you and your loved ones
- Care at the very end of life

Our multidisciplinary team will work closely with you and your wider health and care team – your GP, your hospital team and any community services – to make sure you're getting the care you need when and how you need it.

## WHERE WE CARE

Hospice care isn't restricted to one place – we can care for you wherever you call home, or wherever is best for your needs.

We're caring for people across the whole community – at the Queen Elizabeth Hospital, at home, in care homes and in our local prisons – as well as on the Woodlands Ward at our Abbey Wood location.



DID YOU KNOW?

**ALL OF OUR CARE  
IS COMPLETELY  
FREE OF CHARGE**

# LOOKING OUT FOR YOUR WELLBEING

**If you're using our services it's likely you're going through a challenging time. That's why our care doesn't just look at your medical needs. Together, we make sure you're also managing your physical, emotional, spiritual, practical and mental needs.**

We offer many of these services ourselves, and if we don't, we'll refer you to one of the specialist teams or services in our trusted network.

## REHABILITATION

Maximising your quality of life and helping you to keep doing the things you love for as long as possible is one of the main goals of our care. Whether it's making a cup of tea or managing breathlessness, rehabilitation is a key way to make sure you keep living independently and well.

In our well-equipped gym the rehab team will tailor your rehabilitation plan to address your specific concerns and needs.



### WE HELP WITH:

- Weakness
- Breathlessness
- Fatigue
- Pain
- Managing daily activities

# PRACTICAL AND SOCIAL SUPPORT

A terminal diagnosis comes with a lot of practical considerations and admin which can be hard to take in at such a difficult time. You might just want someone to talk to or you might be looking for more specific practical help. Whatever it is, our team which includes social workers and counsellors will support you and your loved ones throughout your illness and after you've died.

### WE HELP WITH:

- Emotionally preparing for death
- Practical advice on how to organise your affairs
- Counselling and bereavement support
- Guardianship issues
- Support accessing services for:
  - Funerals
  - Wills
  - Housing
  - Family reunification and right to remain

## SPIRITUAL SUPPORT

Your spirituality or faith can be a powerful support when you or someone you love is dying. Our chaplain is always available to listen to, speak with and support you through this time, whatever your beliefs. If you'd prefer to speak to someone from your faith or humanist group, we'll help arrange for them to visit you.





# GET IN TOUCH

## TELEPHONE

Whenever you need us, you can reach us 24 hours a day, seven days a week.

Call us on 020 8320 5837

Between 9am and 6pm you'll reach our general enquiries team. If you need any urgent support outside of these hours our out of hours teams will be on hand to help you.

## EMAIL

You can also contact us by email on [gbch.referrals@nhs.net](mailto:gbch.referrals@nhs.net)

Please note that this mailbox is monitored between the hours of 9am-6pm only. If you need to contact us urgently outside of these hours, please call on the number above.

## VIDEO CONSULTATIONS

Sometimes we arrange consultations by video, we'll always let you know what kind of appointment you have.

You can also opt to have consultations by video if you prefer, for instance if you'd like a member of your family or a friend to be involved.

# TELL US ABOUT YOUR TIME WITH US

Your experience matters to us and we want to make sure that we always give you the best care possible. It's really helpful for us to hear about your experience so we can continue to improve our care for the future.

## HOW TO FEEDBACK

- Visit the iWantGreatCare website at [gbchospice.iwgc.net](http://gbchospice.iwgc.net) and choose the team that has supported you from the list
- Click on "Your feedback matters to us" on our website [communityhospice.org.uk](http://communityhospice.org.uk)

Using these services your response will be anonymous, but we always like to hear from you directly too. If there is anything you would like to tell us please talk to one of our clinical team or email us at [feedback@gbch.org.uk](mailto:feedback@gbch.org.uk) and we'll make sure we update you on how we've responded to your feedback.

Feedback will not impact any care you receive from us in the future.



# WE'RE A CHARITY

Which means our hospice is only able to run thanks to donations from our incredible community. It costs over £12 million a year to run our hospice services, and you help us raise about £7 million of that. From our hundreds of volunteers, to local businesses, community groups and individual supporters – thank you to everyone who helps us care for anyone who needs it, in Greenwich and Bexley.

There are lots of ways you can support our work – one-off donations, volunteering, fundraising, playing our hospice lottery or leaving a gift to us in your will.

Visit [communityhospice.org.uk/support-us](https://communityhospice.org.uk/support-us) to find out more.



## YOUR NOTES

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# YOUR NOTES

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# COMMUNITY HOSPICE

For the people of  
Greenwich & Bexley

**We provide free end of life care to anyone living with a terminal illness in Greenwich and Bexley. Our goal is to help everyone we care for to approach death in the way that suits their values, beliefs and lifestyle.**

So whether that's through pain management, care at home, rehab and wellbeing services or end of life care at the hospice, we're on hand to help them, their loved ones and carers with support, holistic care and advice at any time of day or night.

**If it would be helpful to have this leaflet in a different format or language, please email us.**

**Community Hospice  
a: 185 Bostall Hill, London SE2 0GB  
t: 020 8312 2244 | e: [info@gbch.org.uk](mailto:info@gbch.org.uk)  
w: [communityhospice.org.uk](http://communityhospice.org.uk)**