

Suggestions and Complaints

If you have any concerns regarding our services, please discuss this in first instance with the member of staff involved.

If this is not possible or the matter is not resolved to your satisfaction, the matter should be escalated to the appropriate member of the Senior Management Team.

All complaints are dealt with as quickly and efficiently as possible and you will be notified of the outcome of your complaint.

If you are unhappy with the way your complaint has been dealt with, you can raise this with Healthcare Improvement Scotland who are the regulator for independent healthcare services across Scotland and they can accept complaints at any time.

Healthcare Improvement Scotland

Independent Healthcare Team

Gyle Square

1 South Gyle Crescent

Edinburgh

EH12 9EB

T: 0131 623 4342

E: hcis.clinicregulation@nhs.net

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St. Vincent's
HOSPICE CARE FOR ALL

Day Hospice



ANNIVERSARY
1988 - 2018

Here at St Vincent's Hospice, Day Hospice offers people living with a life limiting illness the chance to come from home to the Hospice for the day.

The team consists of:

Sarah Mitchell, Day Services Manager
Susan Savage, Registered Nurse
Sharon Millar, Health Care Assistant
Plus a team of volunteers.

You can be referred by your GP, District Nurse, other Health Care Professional or another member of the Hospice Team.

If you do not have access to your own transport, it can be provided by our Hospice or volunteer driver.

Before you start, the team will have a chat with you and find out what is most important for you to do in the near future.

This will help identify goals you may wish to achieve whilst attending day hospice.

Day Hospice runs on a Monday and Thursday from 10am to 3pm. There is space for up to 10 people on each day.

If you are coming by Hospice transport, you will be picked up around **9.30am** and you will leave the Hospice at **3pm** to go home. However, this can be flexible.

For any further information on Day Hospice or questions, you may have please do not hesitate to contact:

Sarah Mitchell, Day Services Manager on 01505 705635 or Sarah.Mitchell@svh.co.uk

What can Day Hospice help you with?

- Help you to cope with your symptoms e.g. pain, breathlessness, fatigue etc.
- A chance to meet other people and share experiences which can be helpful and supportive.
- Keep you independent e.g. by taking part in the physiotherapy led exercise class.
- Boost your feelings of wellbeing e.g. by taking part in different therapeutic activities.
- A chance to meet and gain access to other members of the Hospice team e.g. Occupational Therapist, Physiotherapist, Medical staff, Patient and Family Support Team.
- Provide some respite for family and/or a carer.
- Some medical treatments (arranged by your doctor) can be carried out here.

Once you have been coming for about 12 weeks the team will chat with you and review your goals you set at the beginning.

If you are doing well the team will help you to prepare for being discharged from Day Hospice. However, if you need to keep attending, the team will make sure you are supported until it is time to be discharged.