NHS
Walsall Healthcare
NHS Trust

Living Well Programme at Fair Oaks Day Hospice

Patient information leaflet

To deliver exceptional care together to improve the health and wellbeing of our communities

The Living Well Programme at Fair Oaks Day Hospice is part of Walsall Healthcare NHS Trust.

It is a nurse led specialist service providing support for people with palliative care needs at Walsall Palliative Care Centre.

This leaflet aims to give you an insight into the purpose and daily routine of Fair Oaks Day Hospice.

What is palliative care?

If you are living with an incurable illness, you will usually have treatment and care which focuses on:

- managing any symptoms
- offering social, emotional, spiritual and psychological support
- offering practical support, including things such as planning for the future or getting equipment
- giving you a good quality of life.

This type of holistic care, which looks after every part of you, is called palliative care. The goal of palliative care is to make sure you feel supported and are able to live each day to the fullest.

The Living Well Programme provides you the assistance and skills to help manage your disease with regular sessions at Fair Oaks Day Hospice. The support we offer aims to improve your overall wellbeing, ensure effective symptom management and reduce unplanned hospital admissions.

During your day here, a nurse will offer the opportunity to talk privately about any worries, problems or symptoms you may have. It may be appropriate for us to consult with other members of the palliative care team to review you, including our prescribing nurses or medics if needed.

The staff at Fair Oaks can also provide support to your family and carers. This can be by telephone or a face-to-face meeting.

Your GP will remain in charge of managing any ongoing chronic health conditions and repeat medications.

What can I expect from a day at the Living Well Programme?

We are open for patients to attend face to face on Monday, Tuesday and Thursday between 10am-3.30pm. We are available on the phone Monday-Friday 9am-4.30pm.

After your first assessment you will be allocated a day to attend once a week for a period of around 12 weeks or so.

10.00am-1pm

Arrive at the Fair Oaks and be greeted by the team with tea and toast.

Enjoy spending time with other patients.

Each week there will be a short session designed to provide patients with information, support and education as part of the Living Well Programme which runs over 12 weeks.

A nurse will review you and monitor any physical, practical or emotional concerns.

12.30pm

Lunch is served in the dining area and is freshly cooked on site by experienced chefs.

1.30pm-3pm

During the afternoon we offer a range of activities or group workshops, or you can choose some quiet time with staff and volunteers.

3.30pm

Fair Oaks staff will ensure you leave the building safely.

(This itinerary is for guidance only and may change)

The staff at Fair Oaks are keen for you to enjoy your day and it is important to us that we can balance the medical and social aspects of your care.

Medication

Please bring any medication you need to take through the day each time you visit. Our team will need an up-to-date medication list to advise on your symptoms. We kindly ask these are brought in the original box/bottle or blister pack with your name on. You can sign a consent form to take responsibility for your own medications or we will discuss with you the process and requirements of our nurses administering or prompting medications.

Ongoing Care

The team at Fair Oaks will talk to you about referrals to other teams within the Walsall Palliative Care Centre that you may benefit from, such as;

- Occupational Therapists
- Physiotherapists
- Complementary Therapists
- Lymphoedema
- Counselling
- Clinical Nurse Specialist team
- Inpatient unit
- Information and Outreach team
- Pastoral, Spiritual and Religious care

External referrals to services such as Speech and Language and Dieticians can also take place.

Through regular reviews, a discharge or step-down plan will be arranged with you after 12 weeks. As we recognise the importance for ongoing social and peer support, a referral to Fair Oaks 'Social Hub' could be considered. You may be referred to another service or signposted for further support.

Fair Oaks Day Hospice also offer a rotation of additional groups and classes - please feel free to ask us what is available.

This programme aims to identify your most significant concerns and priorities, providing a range of support to help manage changes and *live well*.

How do I get referred to the Living Well Programme at Fair Oaks Day Hospice?

We welcome patients with an incurable illness who would benefit from symptom control reviews, social therapy, education and self-empowerment in a friendly and relaxed environment.

Any health care professional involved in your care is able to refer you to Fair Oaks. This could be your GP, District Nurse or Clinical Nurse Specialist from the hospital.

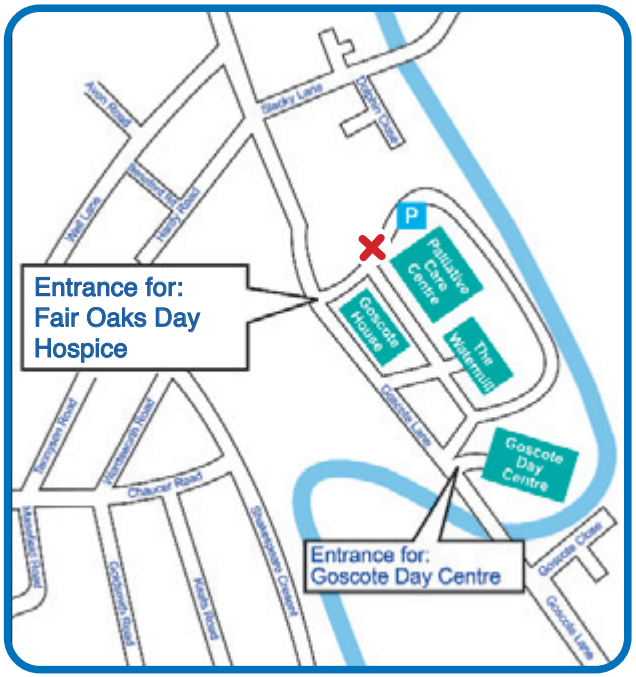
Once we have received your referral, we will contact you to complete a short telephone triage and arrange a date for your first assessment. This may be at home or here at Fair Oaks.

You will have the opportunity to have a short visit here if you wish to experience what the day hospice atmosphere is like and ask questions before committing to a full day. On this occasion you are welcome to bring someone with you.

Is transport provided?

When we contact you, we will assess your mobility and transport needs. Transport may be arranged if required and you are eligible.

How to find us:



P **Free parking with disabled parking spaces**

Address

Fair Oaks Day Hospice
Walsall Palliative Care Centre
Goscote Lane, Walsall, WS3 1SJ

Contact Us

Monday to Friday, from 9am to 4.30pm **01922 602580**
Out of hours
01922 602620

the gold standards framework

Care Colleagues Collaboration Communities

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