

Helping St Teresa's Hospice

How we are funded

Most of our fundraising comes from donations, given or raised by people like you – and volunteers help with many of our services. We work very hard to make every penny count.

Make a difference with a donation

please either post it, or bring it in to the Hospice, or you can donate online via our website www.darlingtonhospice.org.uk and click the "Give Now" button.

Give your time as a volunteer

Email us via enquiries@darlingtonhospice.org.uk with your contact details, or telephone the Hospice and ask for the Volunteer Coordinator.

Give to our charity shops

Donated clothing, furniture, and bric a brac provide a valuable source of income, if you have items to donate telephone our Logistics Centre on: 01325 488701.

Fundraising events - get involved

Organise something yourself, or you can take part in one of our own Hospice fundraising events, such as Midnight Walk, or the annual Knockout Challenge – for details visit our website, or ring the Hospice to speak to a member of the Income Generation Team.

"The service provided to us was most supportive, we felt strong enough to face whatever came"

Comments and Feedback

Please let us know what you think...

- We are committed to providing a quality service and to do this we need to constantly look for ways to improve.
- You are the people best placed to judge how we are doing so, if you have any suggestions at all, we would be delighted to hear from you.
- There are suggestion boxes around the Hospice for you to place comments, compliments or problems.
- There is also a questionnaire at the back of our information pack which you may like to complete – or email your suggestion to enquiries@darlingtonhospice.org.uk

Complaints

Our ultimate aim is to provide the best possible service to anyone who has contact with us, and we certainly need you to tell us when things go wrong.

If there is anything you are unhappy about, please discuss this with the nurse in charge first. If you still feel your problem has not been dealt with to your complete satisfaction, there is a formal complaints procedure which outlines the route to take; a full copy is available on request from our General Office.

We love to talk!

If you are a member of a group or organisation requiring a speaker, or you would like us to come and talk in your school or workplace, please email us enquiries@darlingtonhospice.org.uk or ring the main Hospice number and ask for the Executive Office.



St Teresa's
Hospice
Giving to life

**The Woodlands, Woodland Road,
Darlington, DL3 7UA**

telephone 01325 254321

enquiries@darlingtonhospice.org.uk

For more information about our services:

www.darlingtonhospice.org.uk

Registered Charity No. 518394

DDHM/PP Issue 6

WELCOME



St Teresa's
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What is hospice care?

Hospices care for the whole person, aiming to meet all needs - physical, emotional, social and spiritual. Through Hospice at Home, in Day Hospice, and in the In Patient Unit, we care for the person who is facing the end of life and for those who love them. Within hospices you find a range of services - for example: pain control, symptom relief, skilled nursing care, counselling, social work, complementary therapies, spiritual care, and bereavement support. Staff and volunteers work in multi-professional teams to provide care based on individual need and personal choice, striving to offer dignity, peace, calm and freedom from pain.



About St Teresa's Hospice

St Teresa's Hospice is an independent charity providing free care and support to the people of South Durham and North Yorkshire. We do this via a range of services to support people with a life-limiting illness, and to support their direct carers, and other family members.



Frequently asked questions:

Who do you help?

Anyone with a life-limiting illness which is no longer responding to curative treatment; our aim is to help people to live with their illness and to provide support to their carers.

Do you charge patients or carers?

No, we make no charge for any of our services.

Where do your funds come from?

The cost of our services is around £2m a year. The majority of our funding (over £1.5m) comes from our community, through charitable donations, fundraising events, organisations and businesses, our own shops, and legacies, enabling the Hospice to maintain our vital services. We are also partly funded by grant aid from the NHS, which amounts to about 30% of our total income.

Do you have a smoking policy?

St Teresa's Hospice is a non-smoking site. This also includes E-cigarettes.

Our Services

Patient Admissions

Patients are usually referred to our services by their GP or District Nurse.

Day Hospice

Our Day Hospice Clinics and Programmes offer supportive care to adults (18 yrs or over) living with a life-limiting condition.

- Day Hospice facilities include Hairdressing, Complementary Therapies, Physiotherapy, social areas and a Bistro
- Choices: A specially-designed 12 week programme "Choices" offers a vital source of respite and rehabilitative care, which facilitates creativity and personal growth, providing stimulation & enjoyment through activities, whilst focusing on individual needs, and encouraging self-esteem
- Clinics: Throughout the week we hold disease-specific Clinics, including Lymphoedma, Neurology, Respiratory and Heart Failure, which feature assessment, specialist advice and peer to peer support

"Thanks for helping Mum live with cancer over the past year, and making her last weeks as comfortable and dignified as possible"

Hospice at Home

Hospice at Home offers high quality care and support to patients and their carers in the comfort of their own homes. It enables patients with a life limiting illness to be cared for at the end of their life in their own home and we work alongside other community teams to provide basic nursing care and emotional support.

In Patient Unit

At St Teresa's Hospice we provide In Patient Care in our Nurse-led Unit. This has individual en-suite bedrooms. Your own GP is responsible for monitoring your medical needs while you are in the Hospice. In addition, advice may be sought from specialist palliative care doctors.

If you live outside the Darlington area, a local GP practice will be asked to oversee your care, during your stay.

Family Support and Bereavement Service

This team consists of specialist social workers, counsellors and support workers. The team helps anyone with a life-limiting illness, family, friends and carers, children and young people. Support is given individually or to the whole family. We are here to support you by offering practical advice, information or someone to talk to, working within the Hospice and alongside other organisations in the community.