



St Margaret's
Hospice Care

Hospice Services in Somerset



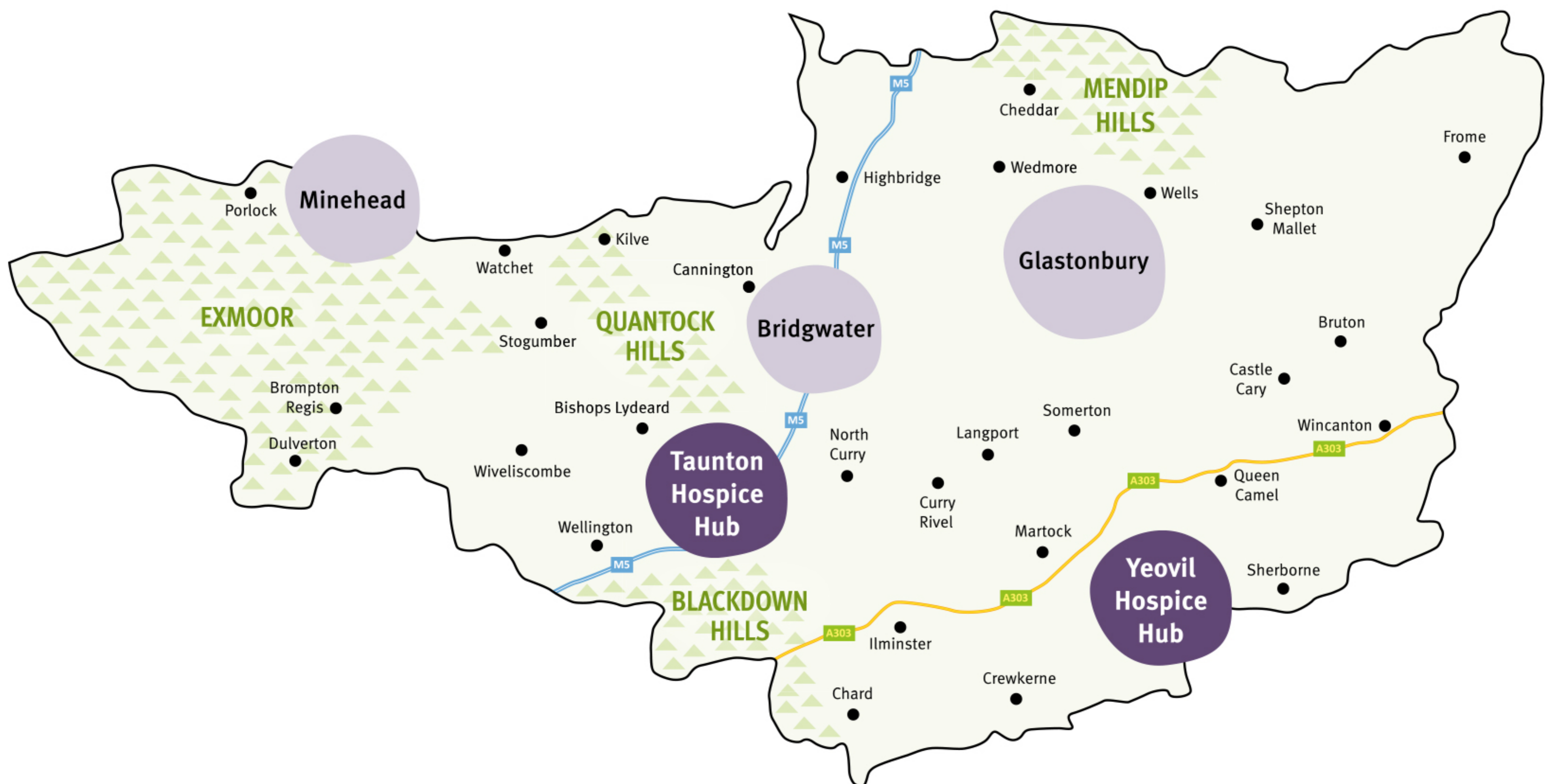
Last year we supported more than **5,000** people across Somerset

Hospice Services in Somerset

Our mission is to ensure specialist care palliative care is available for those who need it across Somerset. The hospice is committed to improving the provisions of services across Somerset.

St Margaret's Hospice Care provides support and care to patients across the majority of Somerset. Patients in East Mendip are normally supported by Dorothy House Hospice, and those in North Somerset supported by Weston Hospicecare. There is overlap at times, with the care of some patients shared between hospices.

Hospice hubs and services



St Margaret's hospice buildings in Yeovil and Taunton deliver a wide range of services (see summary). Additional hospice community teams are located in Minehead, Bridgwater and Glastonbury.

Yeovil Hospice Hub	Taunton Hospice Hub
Day hospice services, rehabilitative therapy	Day hospice services, rehabilitative therapy
Adviceline support with palliative medicine consultant support	24-hour adviceline support with palliative medicine consultant support
Outpatient clinics	Outpatient clinics
Community nursing team and response service with senior medical support	Community nursing team and response service with senior medical support
Complementary therapy	Complementary therapy
Physiotherapy	Physiotherapy
Psychotherapeutic support	Psychotherapeutic support
Occupational therapy	Occupational therapy
Social work	Social work
Lymphoedema service	Lymphoedema service
Bereavement counselling services	Bereavement counselling services
Family support services	Family support services
Carer support groups and sessions	Carer support groups and sessions
ECHO hub	ECHO hub
Education services	Education services
Spiritual Care	Spiritual Care
Community event space	Community event space
	Specialist in-patient beds

Adviceline

Our adviceline provides 24-hour advice and support, complementing our community and outpatient services.

Our adviceline can be accessed by anyone - including patients, carers, family members and healthcare professionals. You do not have to be known to St Margaret's to access the service.

Community services

Our community, day hospice and outpatient services continue to be provided across the county. This includes the 24-hour advice line, domiciliary appointments and full therapy and multidisciplinary team provision.

While we are not an emergency or urgent care service, hospice clinicians will be available to provide telephone advice along with both planned and unplanned visits to patients in the community. Requests for same day visits by hospice community specialists cannot be guaranteed but will be prioritised alongside current workload. Our community service which includes specialist nurses, therapy and medical staff will be extended further to support patients and families at home, via the advice line, in care homes and community hospitals, with some services extending across seven days per week.

On referral to our Community Nursing team our first contact with you will be via telephone triage or video consultation. During this consultation we will work with you to agree priorities of care and mutually agree an initial visit/contact plan.

In-patient services

Admissions to the Taunton hospice specialist in-patient unit are assessed by need regardless of where in the county patients reside. Referrals for in-patient admissions are reviewed and prioritised daily.

We also consider with referrers if there are other settings where patients could receive end of life care with additional support from St Margaret's community teams and 24-hour advice line. This may include community hospital beds, if 24-hour nursing care is needed but less specialist or complex input is required.

How we provide care and support in Somerset

All our teams work together to support patients and families in the community in a proactive way, being able to plan care in advance with patients about what their future needs might be. We work closely alongside the NHS and adult social care community teams, to anticipate and prepare for the changing needs that our patients may have, provide services across the county and further support for the 24-hour advice line.

We couldn't do this without you

Without the generous support of our local community we would not be able to offer care and support to over 5,000 people each year. You can support the hospice in a number of ways:



Fundraising



Retail



Funeral Services

Feedback

Our top priority at St Margaret's Hospice is to provide compassionate, safe, high-quality, responsive and effective care to patients', families and carers who are facing the challenge of a life-limiting illness. "iWantGreatCare" measures patient satisfaction and covers topics such as cleanliness, respect and dignity, efficiency and addressing fears. To leave a review visit:

www.iwantgreatcare.org/trusts/st-margarets-hospice

We would love to hear from you

We are always looking for stories of patients and their families experience of care and support to help others. If you would like to share this with us for use on our website or in a newsletter, please contact us via **marketing.comms@st-margarets-hospice.org.uk**

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St Margaret's Hospice Care is committed to taking your privacy seriously and protecting your personal information. If you want to know more about how we use your data go on the 'privacy statement' on our website or ask for a copy of this information via info@st-margarets-hospice.org.uk

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